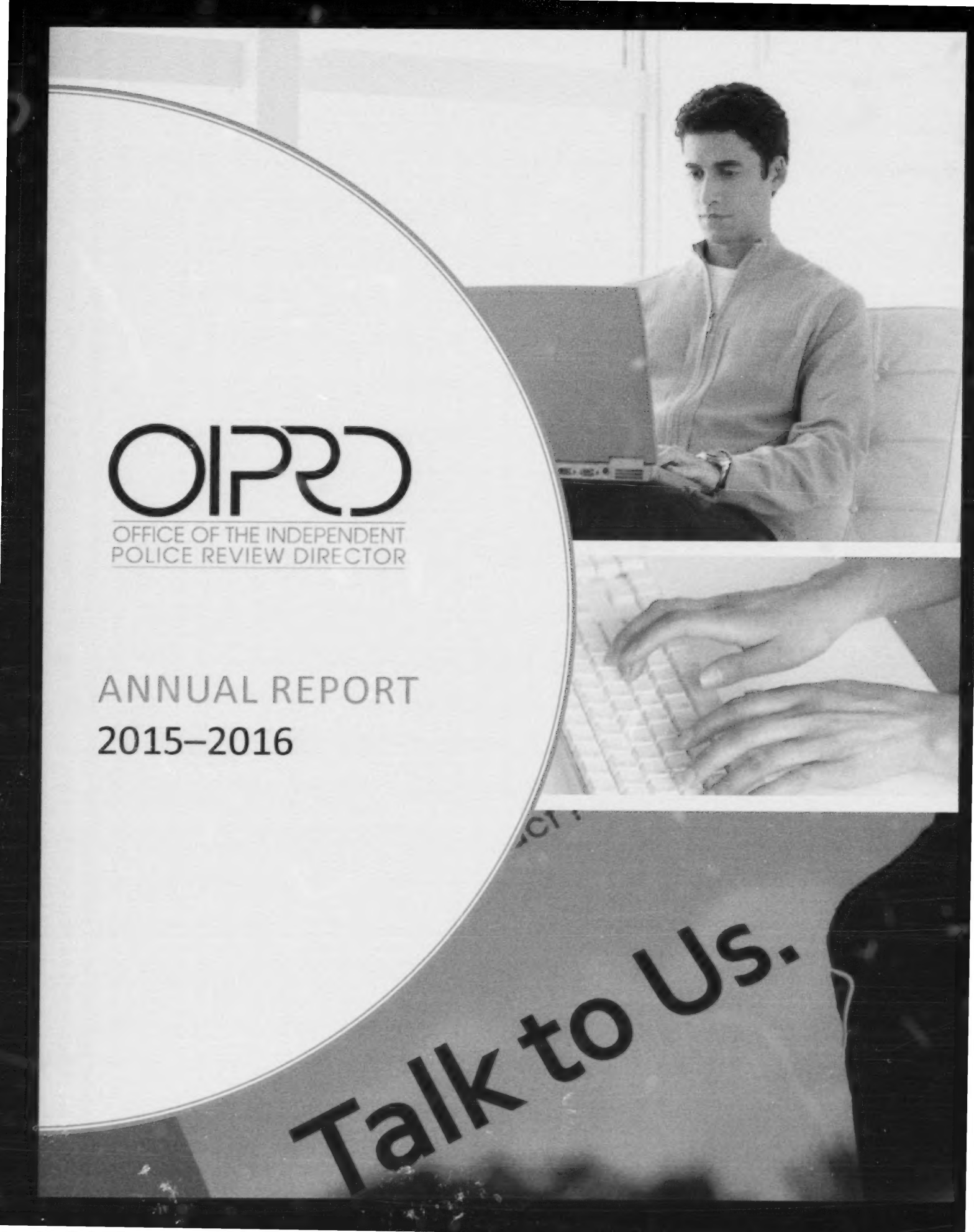
OIPRD
OFFICE OF THE INDEPENDENT
POLICE REVIEW DIRECTOR
ANNUAL REPORT
2015–2016
Talk to Us.

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DIRECTOR'S NOTE

I have had the distinct pleasure of serving as the Independent Police Review Director in Ontario for the past six years. This past fiscal year has been an especially interesting year for policing and police oversight in Ontario with the government's review of the three civilian oversight agencies; impending changes to the Police Services Act; new police street check regulations; new police record checks legislation and Ontario's PTSD legislation affecting first responders, including police officers.

Civilian oversight can only be as good as the legislation that gives it authority. Gaps in the current legislation have caused confusion and disagreement among stakeholders, litigation, delays in the complaints process and frustration for complainants. I have asked the Attorney General for amendments to the legislation that would significantly enhance the fairness and effectiveness of the public complaints system in Ontario, including the creation of stand-alone legislation for civilian oversight.

I welcome the Province's new regulations on police street checks. The new regulations are a step in the right direction to help clarify the circumstances when police officers can stop members of the public and ask to collect identifying information. However, I do find some parts of the regulations confusing and open to subjectivity. Hopefully, the Ministry of Community Safety and Correctional Services' public education on the regulations will provide clarity. When the regulations come into force, initially, I intend to retain any complaints about street checks that are screened in for an investigation to ensure police are complying fully with the new regulations.

This annual report covers the fiscal year April 1, 2015 to March 31, 2016, and provides stakeholders with an overview of the work the OIPRD has completed over the past year.

The number of complaints to the OIPRD has gone up this year and with it, the complexity of the matters complained about. While we continue to receive complaints about incivility, neglect of duty and excessive use of force, we have seen an increase in complaints alleging improper investigations, complaints involving more than one police service and incidents where the SIU is also involved. These matters often require lengthy investigations.

In 2015–16, 27 per cent of matters investigated by the OIPRD were substantiated, while police services substantiated 10 per cent of cases. I would like to take on more OIPRD-led investigations of complaints but am hampered by a lack of resources.

The OIPRD is facing an increase in the number of applications for judicial review. The complaint process and the legislation behind it are being challenged. This has increased our workload, but it also emphasizes the need for a review of Part V of the PSA.

Throughout 2015–16, my office continued to promote our Mediation and Customer Service Resolution programs as options to resolve complaints about police that involve less-serious allegations and to expand outreach and education to the public.

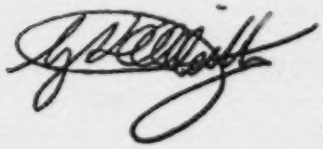
In the coming year, I will be exploring ways my office can provide more information to the public on outcomes of complaints and in doing so, strengthen our ability to use complaint investigations to improve police practices. I will be releasing two systemic reviews — Ontario Provincial Police practices for obtaining voluntary DNA samples from specific groups during criminal investigations, and Part One of use of force and police approaches to dealing with people in crisis. I also look forward to releasing our new Rules of Procedure.

There are many matters to be dealt with in the coming year. As an agency, we are poised to meet these challenges head on and are committed to providing effective management and oversight of the public

complaints process, and promoting accountability of police services in Ontario.

I would like to thank my staff, who have risen to the challenge of doing more. I am grateful for their passion and professionalism.

Gerry McNeilly



Independent Police Review Director

Gerry McNeilly was appointed Ontario's first Independent Police Review Director in June 2008. In 2013 his appointment was renewed for a further five-year term.

ABOUT US

The Office of the Independent Police Review Director (OIPRD) receives, manages and oversees all public complaints about the police in Ontario. As an independent civilian oversight agency, we ensure that public complaints about police are dealt with in a manner that is transparent, effective and fair to both the public and the police. Our decisions are independent of the police, the government and the public.

The OIPRD receives its legislative authority from Part II.1 and Part V of the Police Services Act (PSA), as amended by the Independent Police Review Act, 2007. The OIPRD is an independent, impartial, arm's-length regulatory agency of the Ontario Ministry of the Attorney General (MAG).

The Independent Police Review Director, the head of the OIPRD, is appointed by the Lieutenant Governor in Council on the recommendation of the Attorney General. The act requires that the Director cannot be a former or current police officer and that staff of the OIPRD cannot be serving police officers. All OIPRD employees are civilians.

PURPOSE AND GOALS

Central to our work is the belief that public confidence in the public complaints system will lead to increasing overall effectiveness of police services in Ontario. We are guided by our mission: to provide independent, impartial and effective management and oversight of public complaints, promote accountability of police services across Ontario and increase confidence in the public complaints system.

We do this through:

- Oversight of public complaints through to their conclusion
- Investigation of complaints
- Encouraging meaningful resolution of complaints, where appropriate
- Systemic reviews
- Audits of how the complaints system is administered
- Education and outreach to both police and the public

In fulfilling our commitments we are guided by the principles of:

Accountability: improving accountability of the public complaints system and remaining accountable to our stakeholders for the management of the public complaints process

Integrity: working honestly and ethically to provide professional, objective, timely services to all stakeholders; respecting the privacy and dignity of our stakeholders and treating them fairly

Independence: overseeing investigations by police services in a fair, transparent and effective manner and conducting independent investigations thoroughly and fairly

Accessibility: providing an accessible system for the public to make complaints about police and increasing public awareness about the complaints system

Inclusion: being responsive to and inclusive of diversity in delivering OIPRD services

ACCESSIBILITY, DIVERSITY, INCLUSION

The OIPRD is committed to ensuring an inclusive and accessible environment in which all members of the public have equal access to its services and are treated with dignity and respect. The OIPRD strives to provide its services in accordance with Ontario's Human Rights Code, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Accessibility Standards for Customer Service regulation made under the AODA.

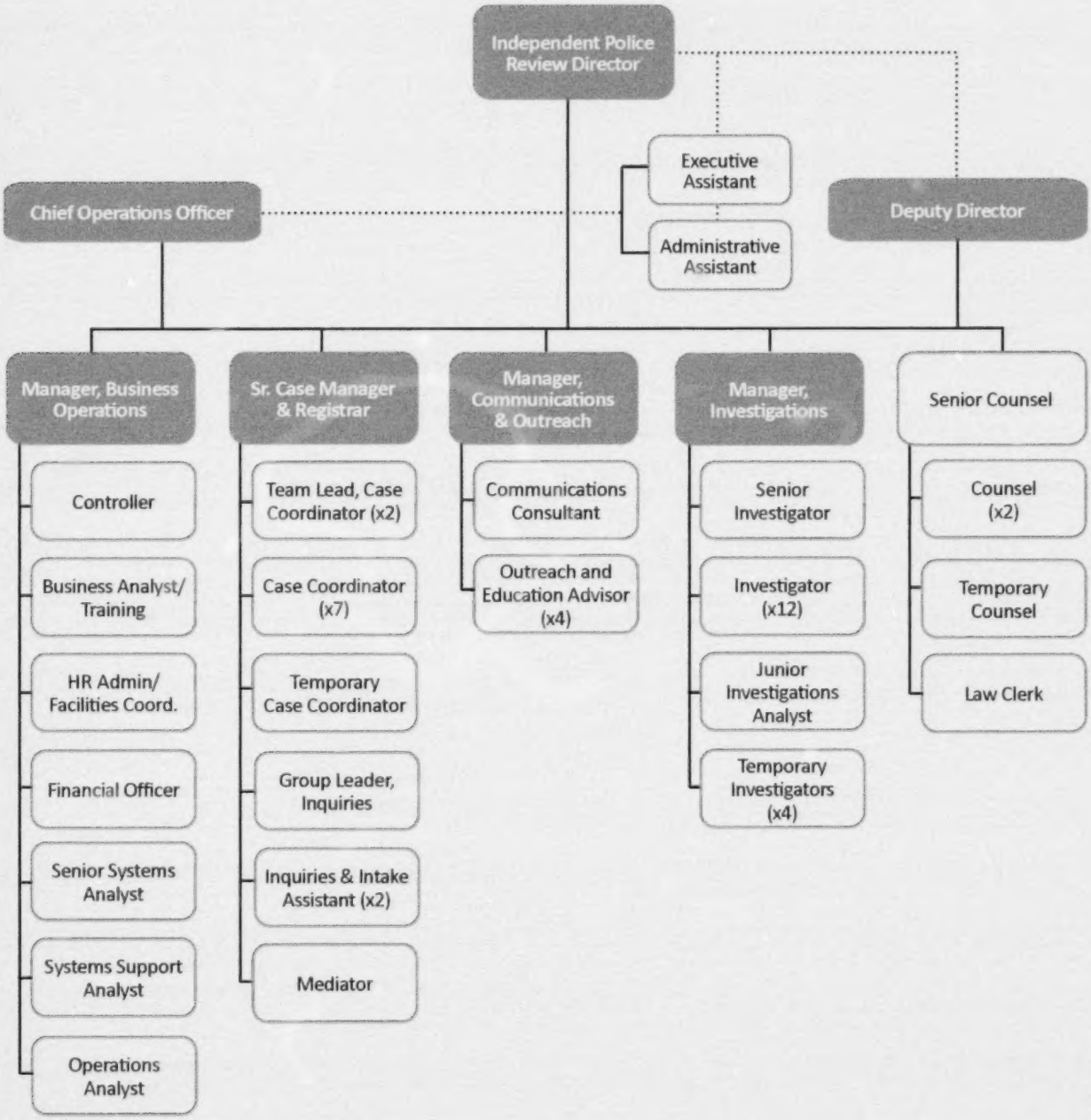
The OIPRD is committed to providing accommodation for all persons with identified disabilities under the AODA in relation to services, materials and information provided by the OIPRD. Disability includes physical disabilities, sensory disabilities, mental health disabilities and invisible disabilities such as learning disabilities or environmental sensitivities. The OIPRD is also committed to meeting accessibility requirements under the AODA. Our accommodation policy, anti-ableism statement of commitment and Accessibility Annual Status Report are posted on our website, which meets WCAG 2.0 Level AA standards of accessibility.

OIPRD staff helped welcome new Canadian citizens by sponsoring a Canadian Citizenship ceremony in conjunction with Citizenship and Immigration Canada for the second consecutive year.

THE ORGANIZATION

In addition to the Independent Police Review Director (appointed by an Order-in-Council), the OIPRD has an allocation of 51 full-time employees. The OIPRD also had six temporary positions in 2015–16 to meet our additional workload requirements. The OIPRD is organized into the following core operational units:

- Executive Office
- Case Management
- Investigations
- Legal Services
- Business Operations
- Communications, Outreach and Education



FINANCIAL EXPENDITURES

This table outlines our financial expenditures, including our original and revised budgets. Savings were identified in salaries and wages. OIPRD financial statements are subject to review by the Ministry of the Attorney General and subject to audit by the Ministry of Finance.

Financial Expenditures 2015–16

Original budget	$7,014,200
Revised budget	$6,725,000
Expenditures	$6,738,649

2015–16 Year-End Expenditures

Salaries and Wages	$4,945,857
Employee Benefits	$743,583
Transportation and Communications	$188,542
Services	$735,916
Supplies and Equipment	$124,751
Total	**$6,738,649**

YEAR IN REVIEW

2015–16 saw an increase in public interest in policing issues. The media published stories on police use of force incidents, police involvement with people with mental health issues, police street checks, allegations of racial bias by police and the role of civilian oversight of police. The OIPRD has also been experiencing greater public scrutiny of its decisions and processes.

Police Services Act

On August 13, 2015, the Ontario government announced public consultations on a new Strategy for a Safer Ontario that will include updating the Police Services Act. The consultations, which began in February 2016, sought input on how to:

- Enhance accountability and strengthen civilian governance of police services boards as well as how to ensure police oversight bodies are effective and have clear mandates
- Improve interactions between police and vulnerable Ontarians, including enhancing frontline responses to those in crisis
- Clarify police duties, modernize training programs and deliver services using a range of public safety personnel
- Develop a provincial framework for First Nations policing to ensure equitable and culturally responsive policing for the province's First Nations communities

Any changes to the PSA affecting civilian oversight and Part V of the act will have an impact on OIPRD processes.

In order to ensure the OIPRD can effectively carry out its mandate to manage oversight of public complaints the Director brought forward recommendations to the Ministry of Community Safety and Correctional Services (MCSCS) and the Ministry of the Attorney General (MAG) for amendments to the Police Services Act. The OIPRD's suggested amendments include the creation of stand-alone legislation for civilian oversight.

Police Records Check Legislation

In December 2015, Ontario passed the Police Record Checks Reform Act, 2015, to provide a set of standards to govern how police record checks are conducted in Ontario. All people and groups involved in the process of conducting police records checks, including all police services in Ontario, will be required to abide by the legislation.

Post Traumatic Stress Disorder Legislation

In February 2016, the Ontario government announced its intention to introduce legislation that would create a presumption that post-traumatic stress disorder (PTSD) diagnosed in first responders, including police officers, is work-related. The Supporting Ontario's First Responders Act will allow faster access to benefits and timely treatment for first responders.

In recent years, the OIPRD has received numerous complaints from police officers suffering from PTSD, as well as from their spouses. Some of the officers named in these complaints have taken their own lives. This legislation would help ensure supports are in place for police officers and their families.

Street Check Regulations

In March 2016, following public consultations, MCSCS filed final regulations prohibiting the arbitrary collection of identifying information by police, referred to as carding or street checks. These regulations will come into effect on January 1, 2017, and apply to police services across Ontario.

The regulations establish new rules for voluntary police-public interactions where identifying information is collected. The regulations apply to situations where police are investigating general criminal activity in a community, inquiring into suspicious activities to detect offences and/or gathering information for intelligence purposes. There are several situations where the regulations will not apply; for example, Highway Traffic Act stops and

investigations where a suspect is sought.

Under the new regulations, police services boards and MCSCS (for the OPP) must develop policies to regulate access to data, data retention and disclosure of collected information. The government will establish standardized training for officers and implement a provincewide education campaign to inform the public about the new regulations.

Regulations which will amend the Police Services Act were passed at the same time, adding unlawful detention and unlawful psychological detention to the code of conduct. Currently, the code cites only unlawful arrest as grounds for misconduct. A separate offence will be added for violation of the street checks regulations.

When the new regulation comes into force, the OIPRD will, initially, retain any complaints about street checks that are screened in for an investigation in order to ensure full compliance with the new regulation.

Toronto Police Service Body-Worn Camera Project

On March 31, 2016, the Toronto Police Service (TPS) completed its year-long body-worn camera pilot project. Approximately 100 Toronto police officers tested three different body-worn camera units. An evaluation report, based on project results and feedback gathered from officers and community members, will be provided to Chief Saunders.

Cozzi v. Independent Police Review Director

The Divisional Court held that complainants are not entitled to disclosure at the investigative stage of their complaints.

Mr. Cozzi's complaint was screened in and referred to the Toronto Police Service for investigation. Mr. Cozzi declined to be interviewed or otherwise participate in the investigation conducted by TPS until he was provided "disclosure" of what the respondent officer would say. Unwilling to provide Mr. Cozzi with this disclosure, the TPS completed its investigation without Mr. Cozzi's participation. The allegations of misconduct were unsubstantiated.

Mr. Cozzi requested a review of the TPS investigation under section 71 of the PSA. His main submission on the review was that TPS should have provided him with disclosure of the officer's information prior to his being required to provide a statement, or that alternatively, they should have suspended their investigation while he pursued a Freedom of Information request to obtain this information.

The OIPRD Request for Review panel reviewed the TPS investigation. The panel found that the investigation was reasonable and that the chief's conclusions following that investigation were reasonable. Mr. Cozzi brought a judicial review of the Director's decision.

The Divisional Court found that while section 62 of the PSA specifically requires the chief of police to give prompt notice of the substance of the complaint to the respondent officer, there is no reciprocal statutory requirement to produce the officer's response to the complaint to the complainant. The court held that it was important to note that the investigation is not a hearing and the right to disclosure that would accrue at the hearing stage of the process does not accrue at the investigative stage, which is not an adjudication.

The court noted that because of the potential jeopardy faced by the respondent officer, the legislation mandates disclosure of the substance of the complaint to the respondent officer; it does not impose a reciprocal obligation of disclosure for the complainant.

Ontario (Ministry of Community Safety and Correctional Services) v. DeLottinville

The Divisional Court upheld a finding made by the Human Rights Tribunal of Ontario (HRTO) that a member of the public who had complained about a police officer under the PSA was entitled to also bring an

application before the HRTO in relation to the same incident.

Mr. DeLottinville brought an application before the HRTO alleging that he had been discriminated against by a member of the OPP. The factual basis of his HRTO application was the same as that which had earlier formed the basis of a complaint Mr. DeLottinville had made about the officer under the PSA.* The OPP and the officer argued before the HRTO that the substance of the application had been appropriately dealt with in another proceeding, namely the PSA proceeding, and as such the HRTO had discretion to dismiss the application.

The HRTO found the substance of his application had not been appropriately dealt with and permitted Mr. DeLottinville's application to proceed. The OPP and the named officer brought an application for judicial review of the HRTO's decision.

The Director was granted leave to intervene on the judicial review. The Director took the broad position that the Human Rights Code and the PSA can actually complement each other in trying to address discriminatory police conduct.

The Director submitted that, through no fault of the person alleging discrimination, there is no one statute that offers a comprehensive range of remedies for discriminatory conduct by a police officer. Under the PSA, a finding that the officer committed misconduct by discriminating against a complainant can only result in discipline being imposed on the officer; the PSA does not provide for a remedy personal to the complainant.

Conversely, the HRTO, which can grant remedies that are personal to the complainant, cannot discipline the officer for the conduct complained of. In appropriate cases, the remedies available under each statute may prove complementary and in keeping with the mandates of both the HRTO and the OIPRD, as well as with the declaration of principles under the PSA that police services are provided in a manner which is consistent with the Human Rights Code.

The court upheld the decision of the HRTO, and cautioned that it was important to remember that the goal of professional disciplinary proceedings is different from that of a human rights tribunal. When professional regulatory tribunals exercise their mandate in a diligent and responsible way, public confidence is maintained and increased in the provision of the services being regulated, such as police services or medical services.

Human rights tribunals have as their goal the provision of ready access to remedies, whether systemic or personal, designed to prevent discriminatory behaviour and to compensate the victims of such behaviour. By virtue of these differences, the focus of the proceedings in front of these tribunals is and should be different. If bringing a proceeding before one tribunal bars a proceeding before another, the goal of one may be undermined at the expense of another.

*This complaint was made in May 2009, five months prior to the opening of the OIPRD, and therefore proceeded under the former Part V.

PROGRESS ON PRIORITIES AND GOALS

The OIPRD identified five priorities that would direct the work of the agency in 2015–16. This section sets out the progress made on those priorities during the year.

1 Maintain effective core agency functions while enhancing and streamlining processes and supporting technology

In 2015–16, the OIPRD implemented changes to case management protocols that served to streamline our case management processes. These changes have been documented in an updated case management manual with business process maps.

During the year we made significant achievements in accessibility by revising and streamlining our online complaint form to ensure greater levels of accessibility and enabling complaints to be filed from tablets and smart phones.

We also made significant progress toward a more efficient technology-enabled business process through I&IT renewal and plans to ensure the stability of the OIPRD's case management and data file management systems.

In 2015–16, the OIPRD continued to promote Customer Service Resolution (CSR) and mediation as options for addressing complaints about police that involve less serious allegations. During the year, the Director and the OIPRD Mediator led seven resolution and mediation training sessions for police services and police association representatives in all Ontario regions, to encourage more services to consider requesting CSR and mediation to resolve complaints.

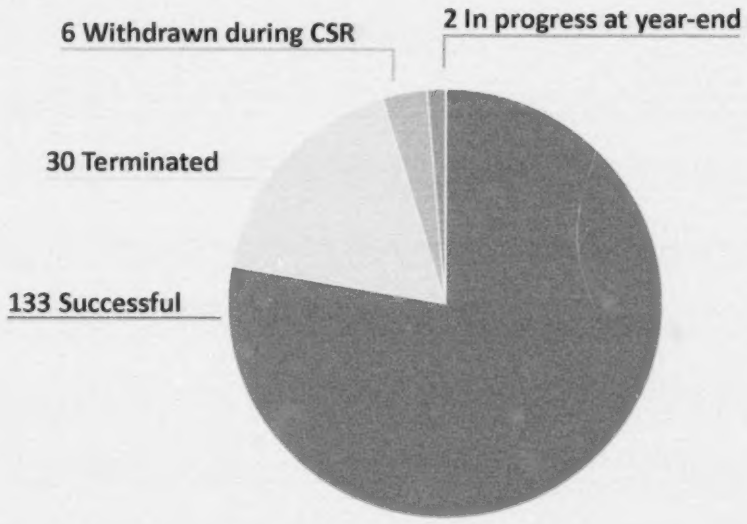
The OIPRD's CSR program provides opportunities for complainants and respondent officers to voluntarily resolve complaints at a very early stage, before they are formally screened under the PSA. In 2015–16, 133 complaints were successfully resolved by CSR.

The OIPRD's mediation program began as a pilot in November 2013. Mediation for public complaints is a voluntary, confidential process where the respondent officer and the complainant meet with the assistance of a third-party mediator to discuss the complaint.

The mediator acts only as a facilitator and does not take sides or lay blame. The parties share their views of what happened, discuss their concerns and take an active part in reaching a mutually agreeable resolution. In 2015–16, the OIPRD hired a mediator to help promote mediation and informal resolution and to facilitate mediation sessions between complainants and police services.

Customer Service Resolutions 2015–16

Total: 171 Customer Service Resolutions



During 2015–16, there were seven successful mediated complaints.

In 2015–16, the OIPRD responded to an increase in the complexity of complaints received. Complicated complaints require more staff hours to screen, investigate and manage. When the OIPRD investigates a complaint, our investigators conduct in-person interviews with the complainant and with witnesses, relevant professionals and police officers who are involved or who witnessed the incident. This very often adds logistical complexity and time to the investigation. When police services investigate complaints, they do not always conduct the same number of interviews, relying instead on written statements from officers. When a police service conducts an investigation of an officer from his or her own service, they have full access to officers' notes, videos and any reports related to the incident. The OIPRD does not have that same access. The OIPRD requires police services to provide us with this disclosure — this also takes time.

The number of legal matters involving the OIPRD has also increased, with OIPRD legal counsel responding to a growing number of judicial review applications, appeals to the Ontario Civilian Police Commission (OCPC), and applications before the Human Rights Tribunal of Ontario (HRTO). This increased pressure on the Legal unit has the potential to affect the timeliness of OIPRD processes and investigations and as a result, complainant and respondent officer satisfaction.

The Legal unit also began drafting comprehensive reasons for decisions on Requests for Review, which are provided to the complainant, the respondent officer and the chief or Commissioner.

2 Ensure the integrity of the complaints system

During the year we worked to increase the integrity of the complaints system and the public's confidence in it, by advocating for changes that would make the OIPRD more effective.

During 2015–16, the OIPRD legal team developed a legal case to seek an Order-in-Council (OIC) under the Youth Criminal Justice Act (YCJA) in order to access youth records so that the OIPRD may more effectively deal with complaints involving youths.

OIPRD investigators regularly deal with complaints involving youth between 12 and 17. Police services maintain records that relate to young persons. Without an OIC, in order to thoroughly investigate a matter involving a young person, the OIRPD must bring an application to Youth Court to obtain access to these youth records. This process results in significant delays for retained investigations into public complaints involving youth.

In 2015–16, the OIPRD worked on finalizing an updated Rules of Procedure. During this process we consulted with police chiefs, police services boards, police associations and the Ministry of the Attorney General regarding the changes. The new Rules will clarify existing practices, address procedural and legislative gaps and reflect recent jurisprudence.

The new Rules of Procedure are expected to be released in the 2016–17 fiscal.

In February 2016, and in every year since 2010, the OIPRD requested the Attorney General make legislative amendments to the PSA that would significantly enhance the fairness and effectiveness of the public complaints system in Ontario. Among the changes we have requested is the creation of stand-alone legislation for civilian oversight, improving the independence and effective functioning of the hearing process.

The Director is a dedicated champion of civilian oversight who speaks passionately about the need for integrity and accountability in police oversight organizations. In 2015–16, the Director presented to a number of audiences on the topic of accountability and reliability in civilian oversight. These audiences included the Canadian Association of Civilian Oversight of Law Enforcement Conference (CACOLE), Canadian Institute Law of Policing Conferences, the Police Complaints Authority Conference in Trinidad and Tobago and delegations visiting the OIPRD from other countries.

3 Promote accountability of police services in order to help increase confidence in policing

Throughout 2015–16, as we have in previous years, the OIPRD promoted accountability of police services across Ontario by overseeing police service-investigated complaints.

OIPRD case coordinators tracked referred investigations as they progressed, and coordinated with police service liaison officers as well as with complainants to ensure that all directions, timelines and notice requirements were met. Case coordinators also received and reviewed interim investigative updates from police services.

Our Investigations unit continued to conduct Investigative Report Reviews of all police service investigations. In this process, OIPRD investigators go through the entire report to check that a thorough investigation was done. Where issues were identified, the Director instructed the police service on action to be taken.

In 2015–16, work continued on two systemic reviews. The review of the Ontario Provincial Police's practices for voluntary DNA canvasses during criminal investigations will be completed early in the next fiscal and Part One of our review of police use of force in dealing with people in crisis will be completed by the fall of 2016.

Systemic reviews examine the systems — policies, procedures and practices — and the root causes that promote or perpetuate systemic issues within a police service. The purpose of a systemic review is to determine whether systemic failings have occurred and to identify issues to be addressed in order to make recommendations to enhance public confidence in policing.

Civilian oversight can help improve professionalism in police services and discourage misconduct among police officers. The Director regularly addresses these topics when he meets with policing organizations. In 2015–16, the Director spoke to new recruits at the Ontario Police College, the OPP Professional Standards Bureau, the Canadian Association of Police Chief's Conference, the Ontario Association of Chiefs of Police CEO meeting, the Ontario Association of Police Educators Conference, the Adjudicator and Prosecutor Seminar and at the Ottawa Police Service's Human Rights Learning Forum.

4 Raise awareness of the OIPRD

The OIPRD is mandated by the Police Services Act to educate Ontarians about the public complaints system. The OIPRD's stakeholders include police services, police services boards, police associations, community groups and the general public. The agency considers public awareness of the complaints process important to maintaining effective oversight of police.

OIPRD Outreach team members attending Toronto Community Housing's If I Ruled T.O. conference in Toronto, November 2015.

In 2015–16, the Director spoke to audiences at over 25 stakeholder and public events, conferences, seminars and training sessions, provincially, nationally and internationally. The Director also co-chairs the Toronto area Director's Resource Committee with the Special Investigations Unit. The committee includes members from Toronto Police Services and community stakeholders from the legal and social services sectors.

The Communications and Outreach unit is responsible for public outreach. The unit educates members of the public and stakeholders about civilian oversight, the public complaints process and how to file a complaint about a police officer in Ontario.

In 2015–16, members of the Outreach and Education team attended community events, met with community members and delivered over 100 presentations to a wide variety of stakeholders across the province including:

- Youth and youth workers
- First Nations and Aboriginal groups
- Mental health organizations and community support groups
- Community stakeholders
- Legal clinics, duty counsel, probation and parole programs
- University and college students in Criminology, Psychology, Social Sciences
- Police foundations students
- Police services
- Police services boards

In 2015, the OIPRD established the Toronto Young Leaders Committee (TYLC) to better reach youth in the Greater Toronto Area (GTA). The committee provides an opportunity for the Director and outreach staff to meet face-to-face with youth and youth workers in the GTA to discuss police interactions and policing in Toronto. We hope to gain a better understanding of the barriers youth face in filing complaints against police. The TYLC meets approximately four times a year.

In 2015–16, the OIPRD redesigned and revised the content of its printed complaint brochure which contains a detachable complaint form. The brochure is now more accessible and better explains the complaints process and how to fill out the form.

In 2015–16, the OIPRD took steps to create a more robust online presence and reach Ontarians online by refreshing the look and feel of its website and building its Twitter profile. Our website meets WCAG 2.0 Level AA standards of accessibility. By increasing digital outreach, all Ontarians will have a better understanding of the oversight role the OIPRD plays in managing public complaints against the police in Ontario. Follow us on Twitter for more information about our outreach and the public complaints process @OIPRD_BDIEP. All OIPRD print materials and the complaint form are available on our website www.oiprd.on.ca.

5 Develop and retain an inclusive, diverse, skilled and engaged workforce

The OIPRD's diversity and inclusion goals align with the OPS corporate vision:

- Embedding diversity and inclusion objectives in OIPRD policies, processes and services in order to deliver the best customer services possible
- Building a safe and healthy work environment that embraces different perspectives, beliefs, personalities and cultures, and ensures the workplace is free of discrimination and harassment
- Reflecting the diverse population that the organization serves
- Leveraging the diversity of OIPRD staff to deliver the agency's services
- Responding to the needs of a diverse culture

These goals guide the OIPRD in building a culture of inclusion as both an employer and as a service provider. In order to be responsive to the diversity of Ontario, we must be inclusive of diversity within the workplace. The OIPRD does this by fostering a culture of acceptance that allows employees to feel included and valued.

As part of our commitment to diversity, the OIPRD's internal Diversity and Inclusion Committee organizes events to promote diversity and inclusion in the workplace. For the second consecutive year, the OIPRD proudly hosted a Citizenship Ceremony. OIPRD staff welcomed 49 new Canadian citizens from 16 different countries. The Director and the Chief Operations Officer welcomed new citizens on behalf of the OIPRD and the Honourable Justice Marian Sami presided over the ceremony.

In 2015–16, OIPRD staff received training about unconscious biases and healthy workplaces from Dr. Christopher Taylor, the Inclusion Coordinator at Ministry of the Attorney General's Accessibility and Inclusion Unit.

OIPRD staff, police services members from professional standards and legal units and police association members received mediation training in a 42-hour certificate course in Mediation Theory and Practice. The OIPRD was also fortunate to receive presentations from the following stakeholders:

- Hamilton Police Crisis Outreach and Support Team (COAST) program – dealing with mental health
- Vince Savoia, Tema Conter Memorial Trust – PTSD in first responders
- Ontario Human Rights Commission – systemic racism and discrimination
- Toronto Police Service – body worn cameras
- Barrie Police Service / Toronto Police Service – use of force scenarios

In 2015–16, the OIPRD implemented an external job shadowing pilot with six other agencies and tribunals. This program helps build strong organizational and staff competencies that contribute to career growth as well as employee engagement. The OIPRD also continued an internal job shadowing program.

COMPLAINTS ABOUT POLICE

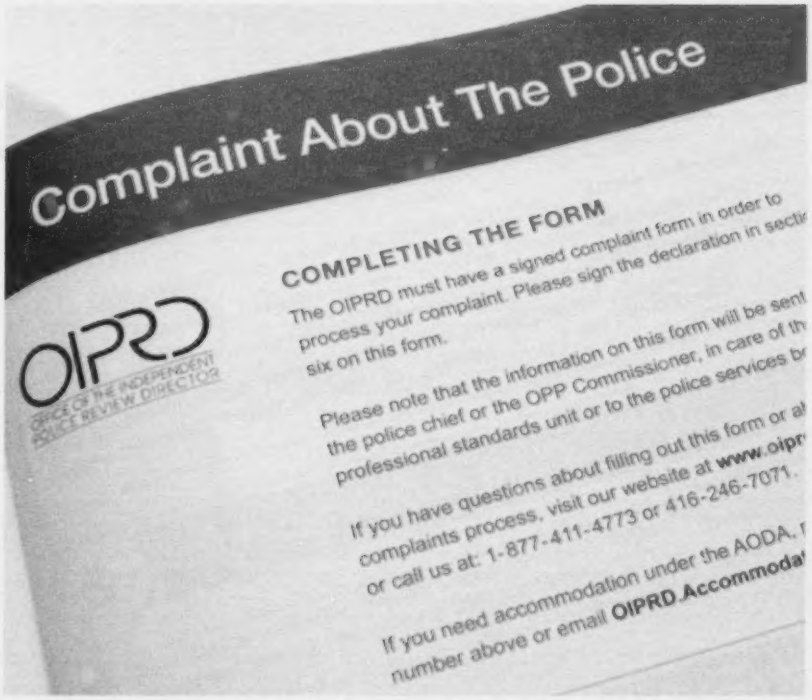
The Police Services Act

The OIPRD and the public complaints process is governed by Part II.1 and V of the Police Services Act. Sections 80 and 81 of the PSA defines various types of misconduct. The PSA also sets out discipline for violations of the Code of Conduct under section 85. Police organizations also have policies and procedures that guide how services operate and officers are to conduct themselves.

Police Code of Conduct

Ontario Regulation 268/10 includes the Code of Conduct for police officers. The Code of Conduct identifies the following 10 classes of misconduct for investigation and possible discipline:

- Discreditable conduct
- Insubordination
- Neglect of duty
- Deceit
- Breach of confidence
- Corrupt practice
- Unlawful or unnecessary exercise of authority
- Damage to clothing or equipment
- Consumption of drugs or alcohol in a manner prejudicial to duty
- Conspiring, abetting or being an accessory to misconduct



The OIPRD's new complaint form, revised in 2016, is available in print format and online: www.oiprd.on.ca.

The new regulations regarding police street checks will also amend the Code of Conduct beginning January 1, 2017, by adding unnecessary physical or psychological detention and the collection of identifying information in a manner not prescribed by the regulation as potential misconduct.

Specifically, the misconduct of unlawful or unnecessary exercise of authority will be expanded as follows:

(g) UNLAWFUL OR UNNECESSARY EXERCISE OF AUTHORITY, in that he or she,

(i) without good and sufficient cause makes an unlawful or unnecessary arrest

(i.1) without good and sufficient cause makes an unlawful or unnecessary physical or psychological detention,

(ii) uses any unnecessary force against a prisoner or other person contacted in the execution of duty or;

(iii) collects or attempts to collect identifying information about an individual from the individual in the circumstances to which Ontario Regulation 58/16 (Collection of Identifying Information in Certain Circumstances – Prohibition and Duties) made under the Act applies, other than as permitted by that regulation

HOW TO MAKE A COMPLAINT

Ways to Make a Complaint

If a member of the public is dissatisfied with their interaction with a police officer, there are three ways to address the matter.

1. Conversation

A complainant can go to a police station and have a conversation to clear up a question or complaint. These conversations are not filed with the OIPRD.

2. Local Resolution

A complainant can go to a police station to have a minor complaint addressed through Local Resolution. A Local Resolution allows the police to solve, explain, clear up or settle a matter considered to be "less serious" directly with the complainant.

The completed Local Resolution form, signed by the complainant, chief or chief's designate is sent to the OIPRD. Once a complaint has been resolved through Local Resolution, the complainant cannot file a formal complaint with the OIPRD about the same matter.

In 2015–16, there were 56 Local Resolutions.

3. Formal OIPRD Complaint

Any member of the public can file a complaint with the OIPRD.

The OIPRD accepts complaints about:

- The conduct of an officer: how a police officer behaves
- Policies of a police service: the rules and standards that guide an officer in delivering police services
- Services of a police service: how effectively and efficiently a police service performs its duties

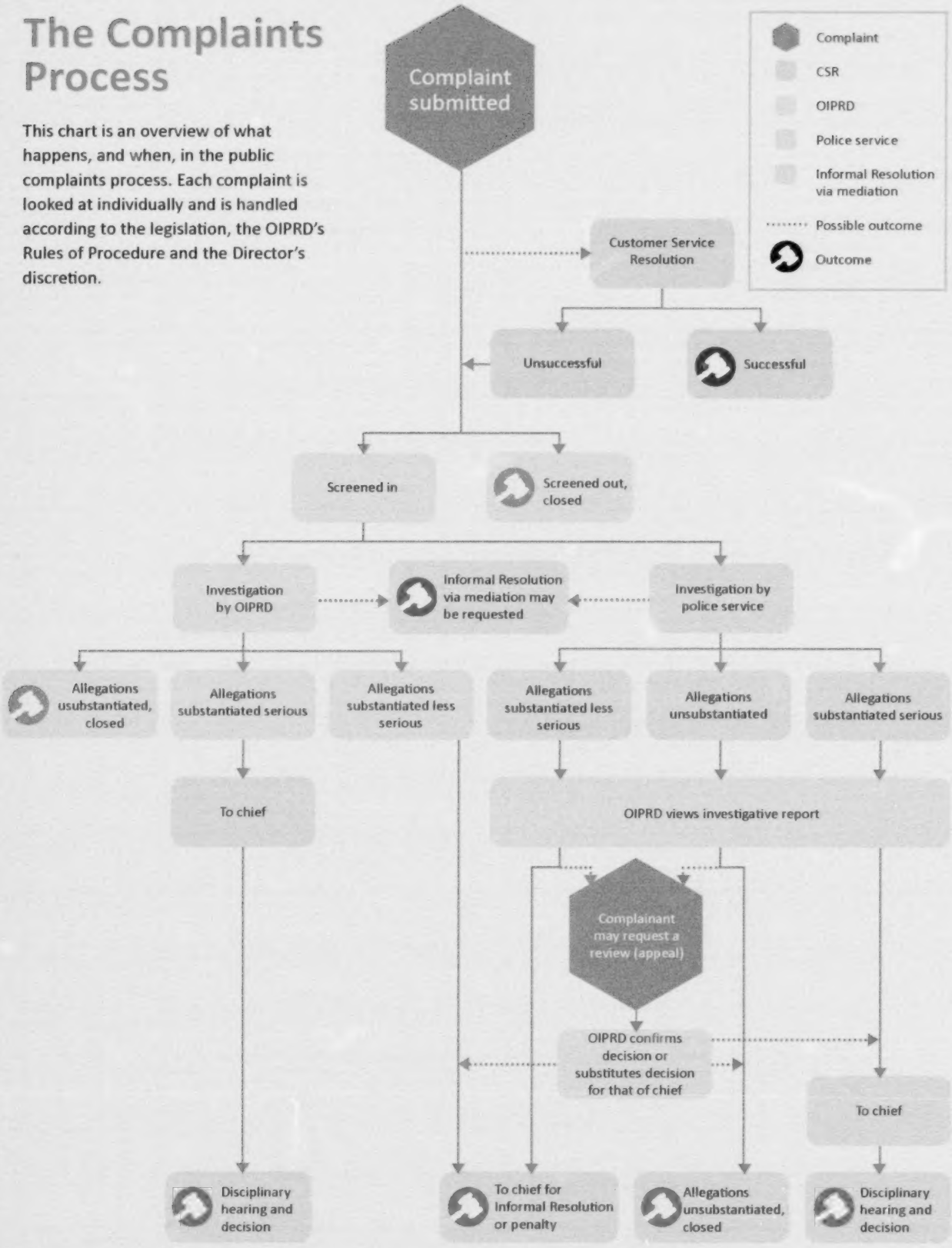
A conduct complaint can be made by:

- The directly affected person
- A witness
- Someone in a personal relationship with the directly affected person AND who suffered loss, damage, distress, danger or inconvenience
- A person who has knowledge of the conduct, or has possession of something that the Director feels is compelling evidence establishing misconduct or unsatisfactory work performance

A complainant making a complaint about a policy or service must be directly affected by the policy or service being complained about.

The Complaints Process

This chart is an overview of what happens, and when, in the public complaints process. Each complaint is looked at individually and is handled according to the legislation, the OIPRD's Rules of Procedure and the Director's discretion.



PUBLIC COMPLAINTS PROCESS

The OIPRD's jurisdiction includes municipal and regional police services and the Ontario Provincial Police (OPP). Ontario has 52 municipal police services and 172 OPP detachments and headquarters, with a total of 24,036 sworn police officers.

The OIPRD does not have jurisdiction over RCMP officers, TTC Special Constables, GO Transit police, First Nations police officers, court officers, campus police, provincial offences officers or special constables. The OIPRD cannot investigate, recommend or lay criminal charges.

Submitting Complaints

Complaints can be submitted through our website, or on paper by mail or fax. When a complaint is received, our intake staff ensures the complaint is on an OIPRD complaint form and that the form is completed, signed and contains all the necessary information.

Complaints Received

Between April 1, 2015, and March 31, 2016, the OIPRD received a total of 3,135 complaints. Since the OIPRD opened in October 2009, we have received more than 20,500 complaints.

Screening Complaints

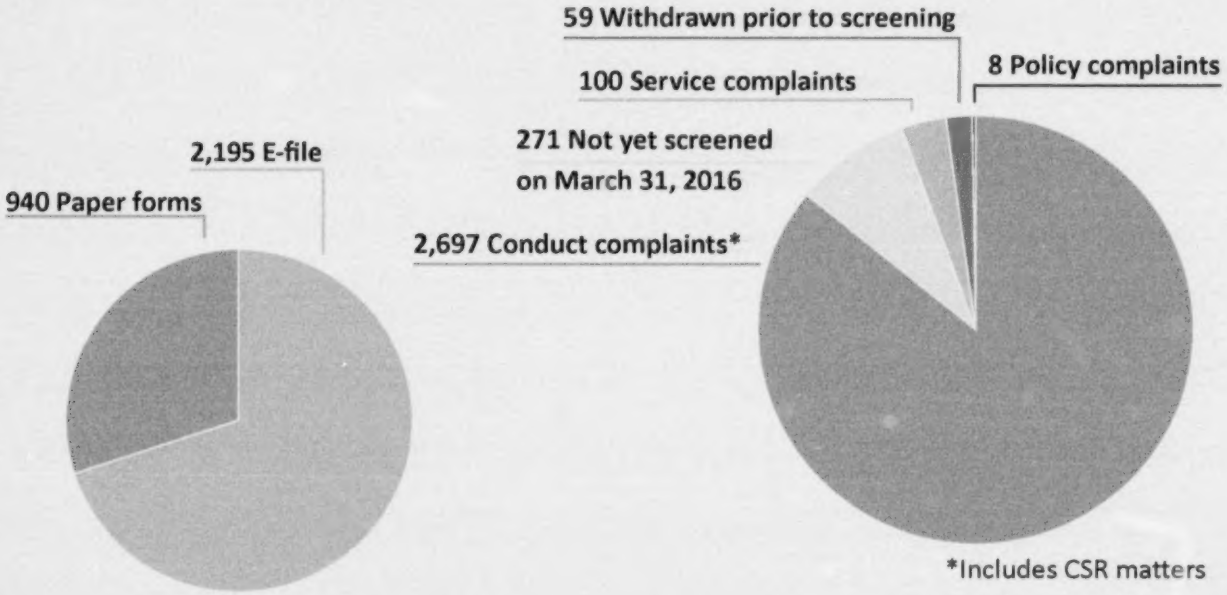
Complaints are presumed to be screened in, provided there is no reason to screen out the complaint under section 60 of the PSA. When a complaint is screened out, it means the matter will not be investigated.

Complaint Types

Once a complaint is received, case coordinators assess the complaint to determine its type: policy, service or conduct, or any combination of the three.

Complaints Received in 2015–16 (April 1, 2015 – March 31, 2016)

Total: 3,135 Complaints Received in 2015–16



Complaints Screened in 2015–16

	Screened in	Screened out	Total
Conduct complaints	1,273	1,469	**2,742**
Service complaints	66	37	**103**
Policy complaints	6	2	**8**
Total	**1,345**	**1,508**	**2,853**

The OIPRD screened in 1,345 complaints for investigation and screened out 1,508 complaints. On March 31, 2015, there were 271 complaints that were awaiting screening.

In 2015–16, 86 per cent of complaints received were about the conduct of police officers. Three per cent related to complaints about service and less than one per cent were about the policies of a police service.

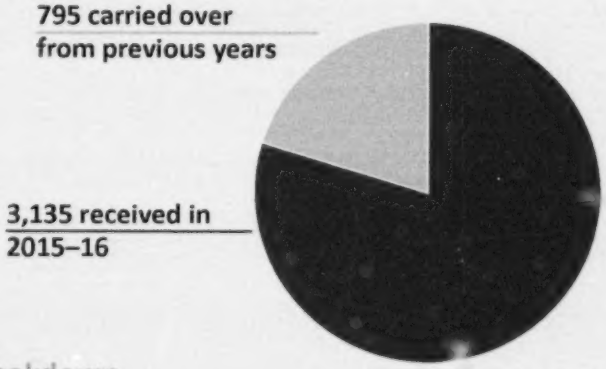
COMPLAINTS MANAGED IN 2015–16

Total Complaints Managed in 2015–16

The OIPRD managed a total of 3,930 complaints in 2015-16, which includes 3,135 complaints received between April 1, 2015, and March 31, 2016, and 795 complaints carried over from previous years. Complaint outcomes include complaints received in 2015–16 and carried over from previous years.

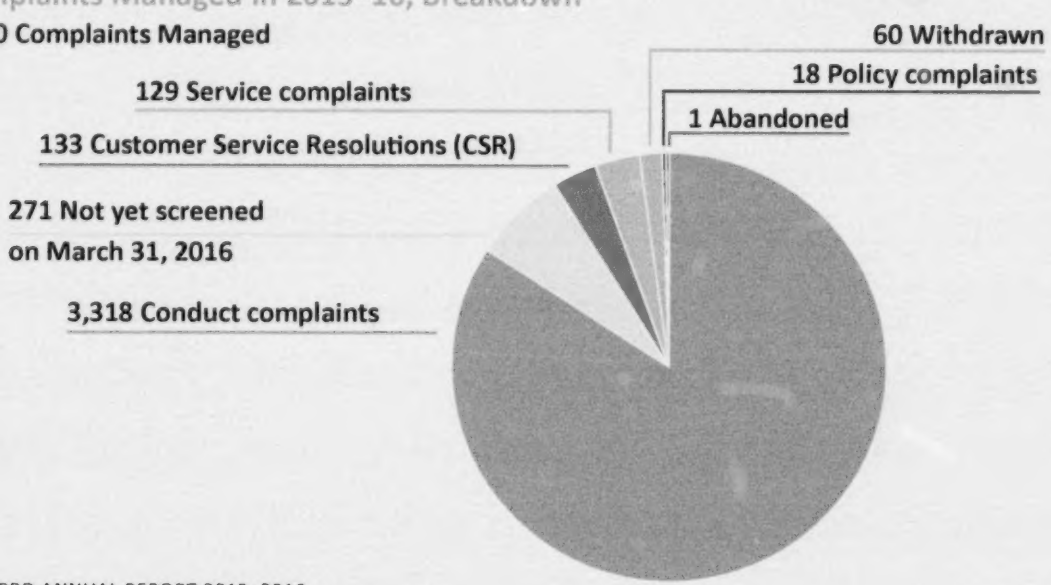
Total Complaints Managed in 2015–16

Total: 3,930 Conduct Complaints Managed



Total Complaints Managed in 2015–16, Breakdown

Total: 3,930 Complaints Managed



CONDUCT INVESTIGATIONS

Conduct complaints that are screened in may be investigated by the OIPRD, the police service in question or another police service. It is the Director's decision who will investigate, but our oversight continues throughout the complaint process.

When the OIPRD receives a complaint about a municipal chief or deputy chief, the Director reviews the complaint to see whether it should be screened in. If he determines it should, the PSA requires the Director to refer the complaint to the appropriate police services board. The police services board then determines whether the alleged conduct may constitute a criminal or provincial offence, misconduct or unsatisfactory work performance. If it is so determined, the board will direct the OIPRD Director to conduct an investigation.

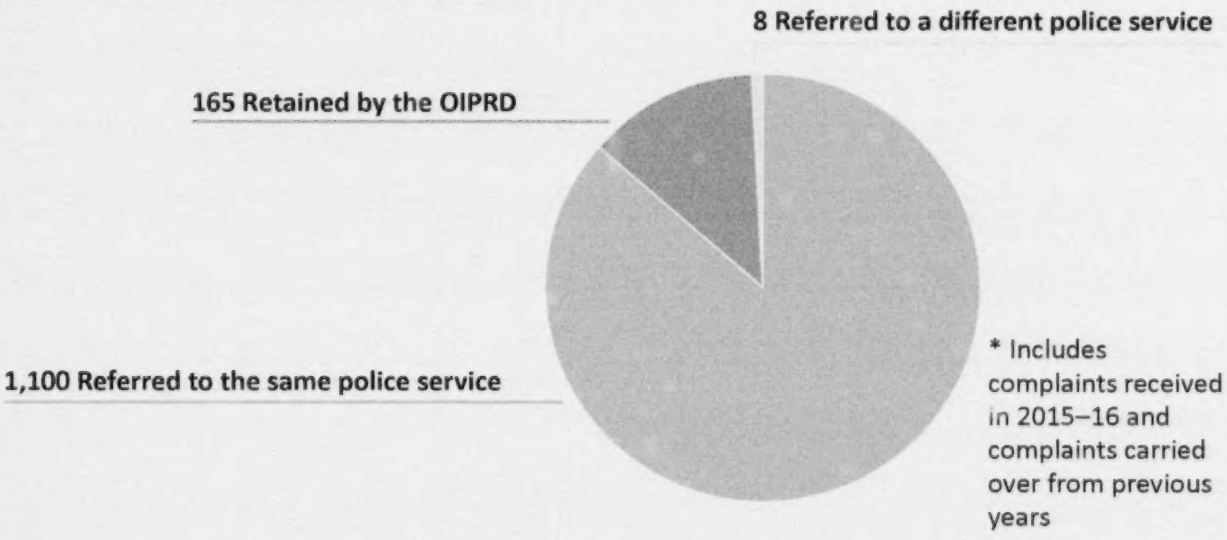
Under the PSA, complaints about the OPP Commissioner and deputy commissioners must be referred to the Minister of Community Safety and Correctional Services to be dealt with.

Conduct Complaints Sent for Investigation 2015–16

Between April 1, 2015, and March 31, 2016, there were 1,100 conduct complaints referred to the same police services for investigation and eight to a different police service. The OIPRD retained 165 conduct complaints for investigation. The OIPRD does not have the number of investigators required to investigate all complaints itself. Therefore, the majority of complaints are sent to police services for investigation.

Conduct Complaints Sent for Investigation in 2015–16*

Total: 1,273 Complaints Sent for Investigation



* Includes complaints received in 2015–16 and complaints carried over from previous years

Conduct Complaints Sent for Investigation in 2015–16

	2015–16*	2014–15**	Total***
Screened in 2015–16	**1,199**	**74**	**1,273**
Referred to the same police service for investigation	1,041	59	**1,100**
Referred to the other police service for investigation	8	0	**8**
Retained by the OIPRD for investigation	150	15	**165**

* Opened in 2015–16 and screened in 2015–16
**Opened prior to 2015–16, carried over and screened in 2015–16
*** Total complaints screened in 2015–16

Referred - Police Managed Investigations

Many police services in Ontario have professional standards branches, sections, bureaus or units that work to uphold professionalism and integrity in their police service. Professional standards departments investigate conduct complaints as well as complaints about the services and policies of the police service. Professional standards officers may also facilitate Customer Service Resolutions and Informal Resolutions.

When a police service investigates a conduct complaint, the OIPRD manages and oversees that investigation. Following the investigation, the chief determines whether the allegations of misconduct are substantiated or unsubstantiated. A copy of the investigative report is sent to the complainant, the respondent officer and the OIPRD.

The OIPRD reviews the investigative report and if issues are identified, the Director will instruct the police service appropriately. This may include directions such as answering questions, interviewing witnesses or gathering further evidence. If the OIPRD does not agree with the way the investigation is handled, the Director can direct the chief to deal with a complaint in a specific manner, assign the investigation to another service, take over the investigation or take or impose any action necessary.

Retained - OIPRD Investigations

In 2015–16, the OIPRD retained 165 complaints for investigation. When the OIPRD investigates a complaint, the investigator assigned to the complaint informs the complainant about how the complaint will be investigated, what cooperation they will require and how a decision will be reached.

On March 31, 2015, our office employed 13 investigators including former police officers and civilians. Our ex-police officer investigators are from different services across Ontario. Our civilian investigators are from other government offices that undertake investigations or are former military personnel. At the OIPRD, we believe it is important to mix policing and civilian insight when conducting our investigations. There are checks and balances in place to ensure there is no bias in our decisions and all investigations are reviewed by our Investigations Manager and the Director or the Deputy Director.

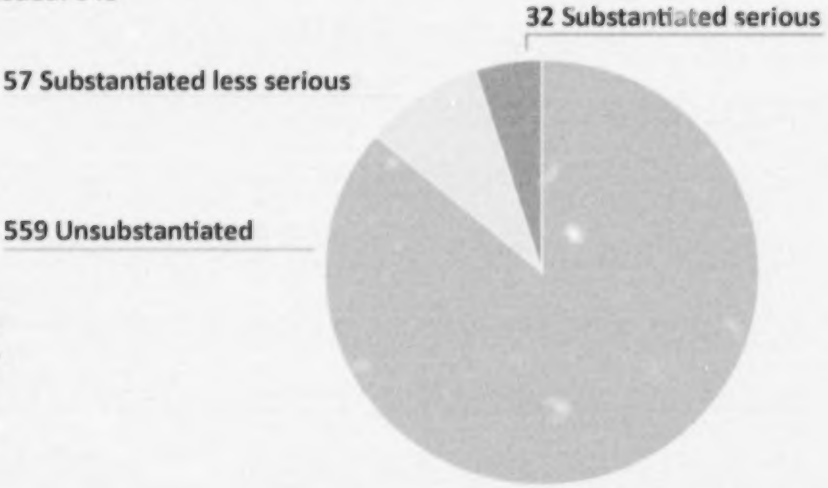
CONDUCT COMPLAINT OUTCOMES

Substantiated and Unsubstantiated Complaints

At the end of an investigation, the allegations contained in a complaint are determined to be substantiated or unsubstantiated. The PSA states that there must be reasonable grounds to believe that misconduct occurred in order for a complaint to be substantiated. If a complaint is unsubstantiated because there are no reasonable grounds to conclude a violation of the police Code of Conduct occurred, the complaint is then considered closed, subject to a request for a review of the chief's decision. If the OIPRD has investigated the complaint, the only means to review the decision is by a judicial review.

Conduct Complaint Decisions Issued, by Main Finding* in 2015–16

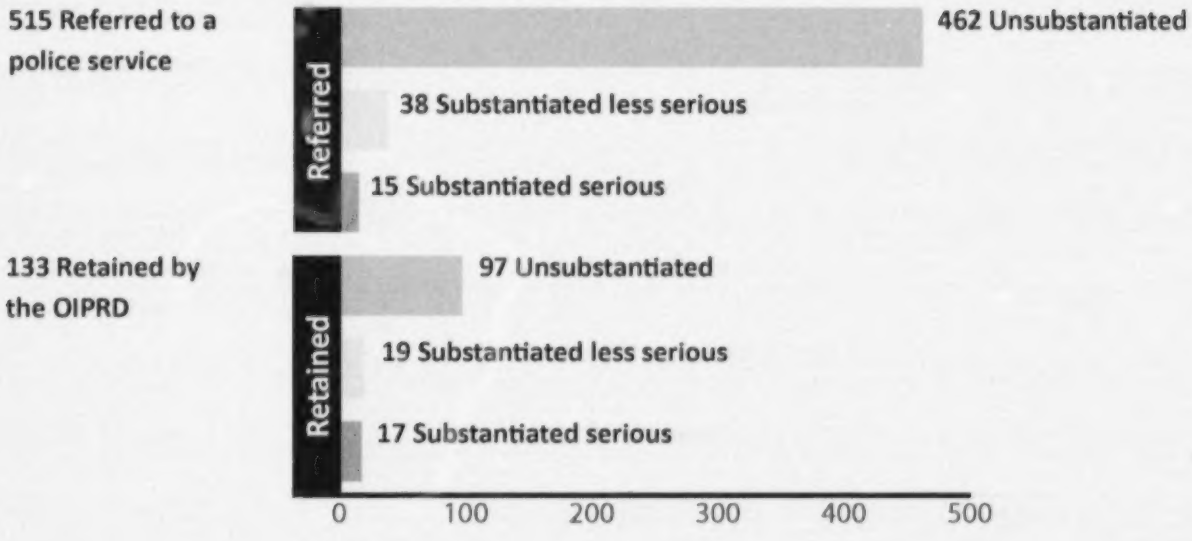
Total Number of Decisions Issued: 648



*Main Finding:
A complaint is only counted according to its most serious allegation – unsubstantiated, substantiated less serious or serious.

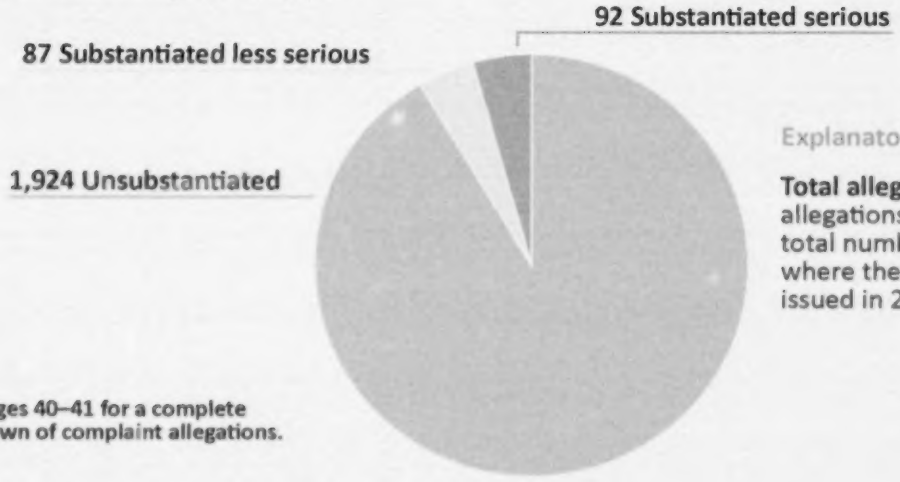
Conduct Complaint Decisions Issued, Referred and Retained in 2015–16

Total Number of Decisions Issued: 648



Conduct Complaint Decisions by Allegations in 2015–16

Total Number of Allegations: 2,103*



Explanatory Notes

Total allegations: All allegations made within the total number of complaints where the final decision was issued in 2015–16.

***See pages 40–41 for a complete breakdown of complaint allegations.**

Complaints Sent for Investigation* Closed with Reasons in 2015–16

Closed after investigation**	620
Closed after Request for Review	86
Closed for other reasons***	38
Informally resolved after investigation	7
Informally resolved during investigation	236
Mediation successful	7
Withdrawn after investigation	5
Withdrawn during investigation	328
Total	**1,327**

* Includes complaints received in 2015–16 and received in previous years.

** Includes complaints closed after investigation and closed after court.

*** Includes complaints abandoned, better dealt with under other act/law, consolidated complaints, lost jurisdiction, no jurisdiction under section 58, not in the public interest and over six months.

Withdrawal

A complainant can withdraw their complaint at any time from the start of the complaints process up to a disciplinary hearing. Complainants may choose to withdraw their complaint if they no longer wish to pursue their complaint. If a complainant wants to withdraw their complaint after a hearing has begun, they must receive consent from the Director and the police chief.

In 2015–16, 393 complaints were withdrawn by complainants, 328 of which were withdrawn during an investigation and 65 prior to an investigation.

Informal Resolution

Informal Resolution (IR) is a way to resolve less serious allegations of misconduct. IR can be attempted at any time during the investigation if the complainant, respondent officer and the police chief agree. The chief may not resolve the matter informally without notice to the Director. IR may also be recommended at the conclusion of a conduct investigation where misconduct of a less serious nature has been substantiated.

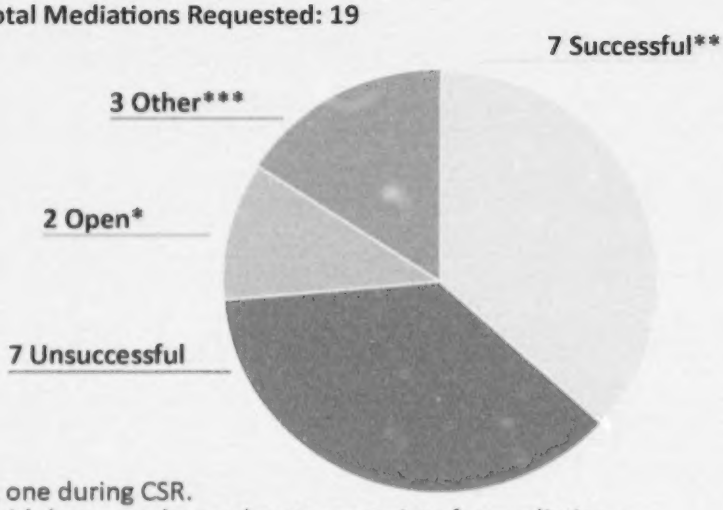
In 2015–16, 243 complaints were resolved by Informal Resolution.

Mediation for Public Complaints

Mediation is an effective means to resolve complaints and helps to increase both parties' understanding of the other's perspective and interests. In 2015–16, there were 19 requests for mediation, seven of which were successful. Two were still in progress as of March 31, 2016.

Mediation Requests in 2015–16

Total Mediations Requested: 19



* Carried over into 2016–17.
** Six successful during investigation, one during CSR.
*** Officer resigned, complaint was withdrawn or deemed not appropriate for mediation.

Conduct Complaints Screened Out in 2015–16

Bad faith	1
Better dealt with under another act/law	197
Frivolous	300
No jurisdiction under section 58	95
Not in the public interest	624
Over six months and other criteria	100
Prior to proclamation	29
Third-party criteria not met	91
Vexatious	1
Other	31
Total	**1,469**

Complaints Screened Out

The Director can exercise his discretion, based on the criteria in the PSA, to screen out a complaint, which means it is not sent for investigation. When a complaint is screened out, the matter is closed and a letter is sent to the complainant giving reasons for the screening decision. The only means to review the Director's screening decision is to bring an application for judicial review in the Ontario Superior Court of Justice.

Screen Out Explanatory Notes

The OIPRD has the legislative discretion to screen out complaints for a variety of reasons:

Bad faith: Complaints where there is clear evidence that it was made for an improper purpose or with a hidden motive, for example, a complaint made with the intention of deceiving the OIPRD or police services.

Better dealt with under another act/law: Complaints that are better dealt with by another authority, for example, a complaint taking issue with the speed a person was travelling when they received a traffic ticket for speeding.

Frivolous: A complaint is frivolous where it does not reveal any allegation of misconduct or breach of the

Code of Conduct, or is trivial, lacks substance or an air of reality.

No jurisdiction under section 58: The complaint is not about policy, service or the conduct of the police. The person listed in the complaint does not fall under the jurisdiction of the OIPRD (e.g., a parking enforcement officer), or the complainant is excluded from filing a complaint.

Not in the public interest: Under section 60(4) of the PSA, the Director is permitted to screen out a complaint if "having regard to all the circumstances, dealing with the complaint is not in the public interest." When the Director determines what may or may not be in the public interest, a broad range of factors are considered including the nature of the misconduct alleged, whether the action appears to be a proper exercise of police discretion, the circumstances in which the conduct occurred and whether the conduct could bring the police force into disrepute.

Other factors considered when determining whether or not it is in the public interest to investigate a complaint, include, but are not limited to:

- The effect of a decision to investigate or not investigate a complaint on the public's confidence in the accountability and integrity of the complaints system
- Whether the issues are of systemic importance or there is a broader public interest at stake
- If there is an ongoing police investigation and our investigation will interfere with the results of the police investigation

Over six months: Under section 60(2) and (3) of the PSA, the Director may decide not to deal with a complaint if it is made more than six months after the incident occurred or was first discovered by the complainant. The six months is not a limitation period. In determining whether to screen in a complaint older than six months, the Director must consider the following criteria:

- Whether the complainant is a minor or is under a disability within the meaning of the Accessibility for Ontarians with Disabilities Act, 2005
- Whether the complainant is or was subject to criminal proceedings in respect of the events underlying the complaint
- Whether, having regard to all the circumstances, it is in the public interest for the complaint to be dealt with

If a complaint is received after six months, the OIPRD may ask the complainant to provide a reason for the delay in filing. The Director will also consider when the complainant first learned of the alleged misconduct. All circumstances, including the reason for delay and the severity of the misconduct alleged, are considered.

Prior to proclamation: The OIPRD can only deal with complaints about incidents that happened on or after October 19, 2009.

Third party criteria not met: A complainant is too remote from the incident. A complainant has to fit into one of the categories outlined under section 60(6) of the PSA.

Vexatious: A vexatious complaint may be one that was made out of anger or the desire to merely seek retribution. Vexatious complaints may be made with the intention to harass or annoy, and are often repetitive (filing the same complaint numerous times after the previous complaint was screened out or making repeated complaints about the same officer(s).

Other:

Consolidated complaint: If we receive more than one complaint about the same incident from different complainants, we will consolidate the complaints. If they are screened in for investigation, only one investigative report will be issued. Each complainant will receive a copy of the report.

Duplicate complaint: A complainant filed the same complaint for the same incident more than once.

SERVICE AND POLICY COMPLAINTS

The OIPRD receives and screens complaints about the policies and services of a police organization, but does not investigate them. The PSA requires that all policy and service complaints be sent to the appropriate chief or the OPP Commissioner for a response.

If a complainant is not satisfied with the outcome of a policy or service complaint, a review may be requested from the appropriate police services board.

Service Complaints

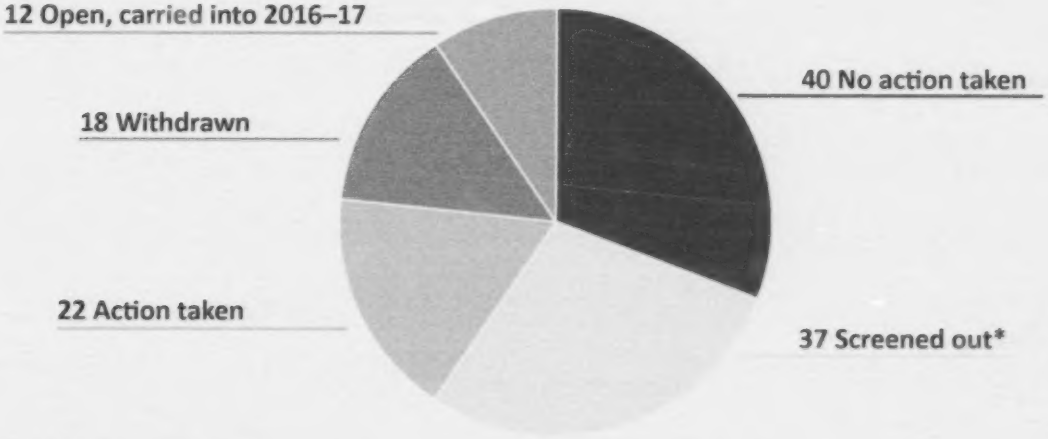
There were 22 service complaints where action was taken by the police chief or OPP Commissioner and 40 service complaints where no action was taken. These numbers include complaints from the previous year that were investigated in 2015–16.

Service Complaints Managed in 2015–16

Received in 2015–16	100
Carried over from 2014–15	29
Total	129

Service Complaint Outcomes in 2015–16

Total Service Complaints: 129



*Screened Out Reasons

Better dealt with under another act/law	1
Frivolous	6
No jurisdiction under section 58	2
Not in the public interest	16
Third party criteria not met	12
Total	**37**

Policy Complaints

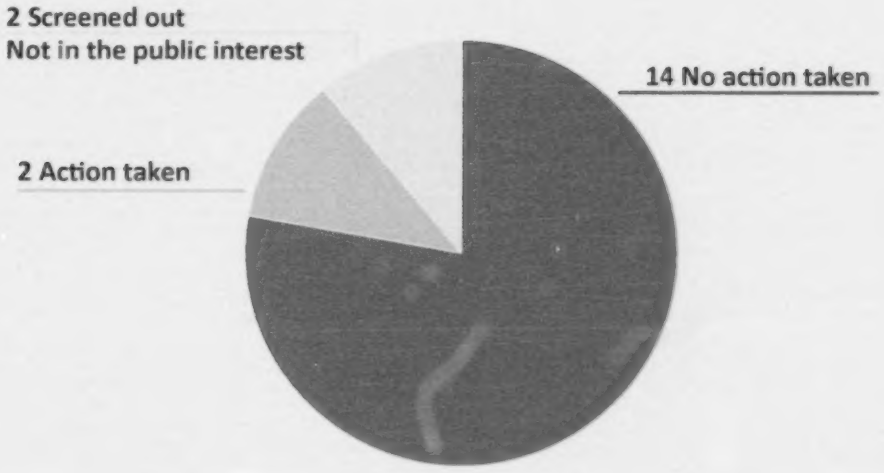
In 2015–16, there were two policy complaints where action was taken by the police chief or OPP Commissioner and 14 policy complaints where no action was taken.

Policy Complaints in 2015–16

Received in 2015–16	8
Carried over from 2014–15	10
Total	18

Policy Complaint Outcomes in 2015–16

Total Policy Complaints: 18



REQUESTS FOR REVIEW

Where a complaint was screened in and referred to a police service for investigation, the chief decides whether the allegations of misconduct are substantiated or not. Where a complainant disagrees with the chief's decision, the complainant has 30 days to submit a Request for Review to the OIPRD.

Requests for Review can be made for matters deemed unsubstantiated or substantiated less serious. Where the OIPRD undertakes a review, we contact the police service in question to obtain the full investigative file. The entire investigative file is reviewed and evaluated by an internal review panel that includes the Director or Deputy Director, Investigations Manager and Senior Legal Counsel.

Upon review of the findings, the Director may:

- Confirm the chief's decision
- Direct the chief to deal with the complaint as the Director specifies
- Assign the investigation to another service
- Take over the investigation
- Direct the chief to take other actions as the Director deems necessary or take action independently, including substituting his finding that misconduct was substantiated and directing the chief to hold a hearing

There is no Request for Review process for investigations conducted by the OIPRD. The Director's decisions are final, subject to an application for judicial review in the Ontario Superior Court of Justice.

Requests for Review in 2015–16*

Total Requests for Review	Carried over into 2015–16	49
	Received in 2015–16	113
	Total Requests for Review open in 2015–16	**162**
Review criteria not met	**Total Requests for Review criteria not met**	**4**
Completed and closed	Assign second investigation to same police service	6
	Chief's decision confirmed	66
	OIPRD takes over investigation	7
	Panel varied decision	7
	Total Requests for Review completed and closed	**86**
Open and carried over into 2016–17	Assign second investigation to same police service	4
	Examining investigative file	8
	OIPRD takes over investigation	15
	Ready for panel review	43
	Total Requests for Review open and carried over into 2016–17	**70**

Explanatory Notes

Assigned second investigation to same service:
The review panel determined further investigation was needed and returned the complaint to the same service.

OIPRD takes over investigation:
The panel determined further investigation was required and should be done by the OIPRD.

Chief's decision confirmed:
The Director agreed with the chief's decision.

Panel varied decision:
The Director changed the chief's decision.

Review of investigative file:
OIPRD Investigations has received all related materials and is reviewing the file.

Ready for panel review:
The file has been reviewed but has not presented it to the review panel.

CASE LOAD AT YEAR END

Case Load at Year End

From April 1, 2015, to March 31, 2016, 3,036 cases were closed, including cases from previous years, while 891 cases were still open at year end. This table provides a look at the OIPRD's case load on March 31, 2016.

Case Load at Year End

Total complaints received	Total
Cases from previous years carried over into 2015–16	795
Cases received in 2015–16	3,135
Cases where CSR initiated and completed*	133
Cases screened in during 2015–16	1,345
Cases screened out during 2015–16	1,508
Cases investigated and closed during 2015–16	697
Carried over from 2015–16 into 2016–17	891

PERFORMANCE MEASURES

The OIPRD has established a series of performance measures to track the performance of internal and external processes and procedures. Performance measures can help improve processes, practices and accountability and are used to structure, monitor and evaluate results. The OIPRD tracks the following areas to help ensure best practices and improve processes:

POLICE SERVICES PERFORMANCE MEASURES

45-day Customer Service Resolution (CSR)

The CSR process is intended to provide a timely resolution to complaints and must be completed in 45 days.

60-day report for policy and service complaints

The chief is required to complete a report responding to policy and service complaints within 60 days of referral from the OIPRD. The OIPRD case management system tracks receipt of the 60-day report and alerts the case coordinator of upcoming due dates. Our practice for non-compliance includes escalation to the Director.

120-day investigative report — referred

Investigations must be completed within 120 days unless an extension has been requested in writing and granted. To ensure compliance with the 120-day investigation report completion timeline for OIPRD investigations and investigations by police services, our system tracks investigation report due dates.

OIPRD PERFORMANCE MEASURES

Two-day intake

The OIPRD endeavours to complete the intake process and send the complainant a letter of acknowledgement within two days.

10-day screening

Once a complaint file is assigned to a case coordinator, they endeavour to complete the screening of a complaint within 10 days. If an issue arises, for example, more information is needed from the complainant, the clock stops and then starts again once the information is received.

47-day Request for Review

Once our office receives a Request for Review, we endeavour to complete a review in a timely manner. All Requests for Review should be ready for presentation to the panel within 47 days of receiving the material from the service.

120-day investigative report — retained

Investigations must be completed within 120 days unless an extension has been requested in writing and granted. To ensure compliance with the 120-day investigation report completion timeline for OIPRD investigations and investigations by police services, our system tracks investigation report due dates.

DISCIPLINARY HEARINGS

Under the Police Services Act, disciplinary hearings are conducted by police services. The prosecutor and hearing officer are both designates of the chief, who is also responsible for discipline.

Officers or retired officers of the rank of inspector or higher can conduct hearings, as can judges and retired judges. The OIPRD does not manage discipline or disciplinary hearings and is not a party to disciplinary hearings. OIPRD investigators may be called to testify in matters that were investigated by the OIPRD. PSA disciplinary hearings are open to the public.

Where complaints are substantiated serious, they will proceed to a disciplinary hearing. At a disciplinary hearing, the hearing officer must decide whether the allegations of misconduct have been proven on clear and convincing evidence. Clear and convincing evidence is a higher burden of proof than the standard of reasonable grounds, which is the threshold required to substantiate misconduct at the investigative stage.

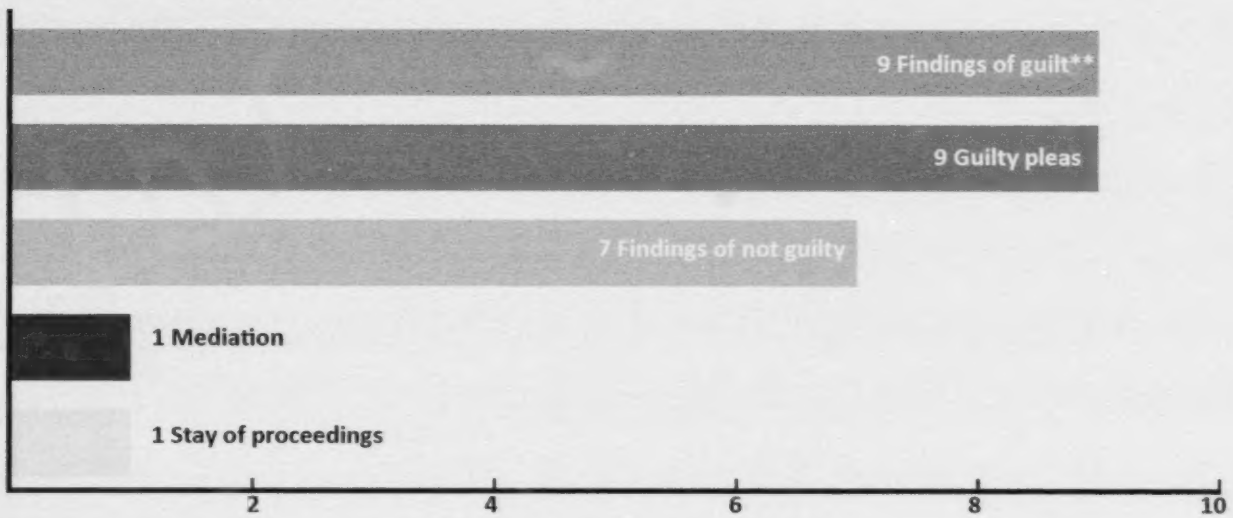
If an officer is found guilty of misconduct, the hearing officer will consider a number of factors when deciding the appropriate penalty. These factors include: precedents from other similar proceedings, the officer's previous record and work performance and whether the officer shows remorse and took responsibility for his or her actions.

Both the officer and the complainant can appeal the findings of a disciplinary hearing to the Ontario Civilian Police Commission (OCPC) within 30 days of the decision. Both the complainant and the officer can seek leave to appeal the discipline imposed.

In some cases, a hearing may be ordered in one fiscal year and not held until the following fiscal year, which is reflected in the following disciplinary hearing statistics.

Disciplinary Hearing Outcomes: Hearings Held in 2015–16

Total number of hearings held: 26*



* One matter was resolved by Mediation prior to a hearing
** Found guilty of at least one charge

Disciplinary Hearing Outcomes: Hearings Ordered in 2015–16*

Police Service	Hearings ordered - retained complaints	Hearings ordered - referred Complaints	Hearings ordered after Request for Review	Officers charged under the PSA	Hearings ordered in 2015–16
Durham Regional	1			2	1
Halton Regional		1		3	1
Hamilton	1			2	1
Niagara Regional	1			2	1
Ontario Provincial Police	1	3	2	8	6
Ottawa Police Service	1	1		2	2
Peterborough			1	3	1
Sault Ste. Marie	3			2	3
Timmins			1	1	1
Toronto Police Service	1	4	1	10	6
York Regional		1	1	4	2
*Includes matters held in 2015 –16 and matters expected to be held in 2016–17				Total	25

Recent Court Decisions Affecting Hearings

Amherstburg Police Service v. Constable Challans – OCPC

In the matter Amherstburg Police Service v. Constable Challans, the charges against the officer at the Police Services Act hearing were dismissed. The complainant appealed the decision to the OCPC. The OCPC ruled in favour of the complainant, allowing the appeal and ordering a new hearing.

The OCPC held that the hearing officer breached natural justice and procedural fairness by not inviting the public complainant to play a meaningful role in the hearing. The OCPC set out a minimal standard for hearing officers to ensure fairness for unrepresented complainants during disciplinary hearings.**

Hearing Officers Must:

- Confirm whether the public complainant is aware that he or she is entitled to be represented by legal counsel at the proceedings and whether he or she has waived the right to legal representation
- Explain the roles of the parties at the proceeding and the process and the rights of each party, including the public complainant, to call witnesses, introduce evidence, object to evidence adduced, cross-examine witnesses, and make submissions on all motions and at the end of the hearing
- Explain the role of the adjudicator in the proceedings, including his or her role in relation to the unrepresented public complainant
- Confirm that the public complainant understands the process and his or her role in it
- Ask the public complainant, at the appropriate time, if he or she would like to call witnesses
- Ask the public complainant, at the appropriate time, if he or she would like to question each of the witnesses of the prosecution and the defence
- Ask the public complainant if he or she would like to make submissions on all motions and at the end of the hearing

** The respondent officer has brought an application for judicial review of OCPC's decision

HEARING SUMMARIES IN 2015–16

The OIPRD posts disciplinary hearing decisions from public complaints on our website. We have provided summaries of some examples of cases that went to a hearing in 2015–16.

Toronto Police Service Superintendent M. F.

Police Services Act Allegations — Three counts of discreditable conduct and two counts of exercise of authority causing unlawful arrest
Found Guilty on two charges of unlawful arrest and one charge of discreditable conduct
Found Not guilty on two counts of discreditable conduct

Superintendent M. F. was the highest ranking Toronto Police Services officer to be charged under the Police Services Act in relation to the G20 Summit held in Toronto in June 2010. Following the G20, Supt. M. F. was charged with three counts of discreditable conduct and two counts of exercise of authority causing unlawful arrest. These Police Services Act charges stemmed from the detention and arrests of protestors during the G20 Summit, namely two kettling incidents where protestors were boxed in— the first in front of the Novotel Hotel on the Esplanade on June 26 and the second, the next day at the intersection of Queen Street West and Spadina Road. Hundreds of protestors were surrounded and arrested. Most were later let go without charge. During the second incident, protestors were held for hours outside in a torrential downpour. Supt. M. F. was found guilty of three charges relating to this incident. M. F. was sentenced to a reprimand for the Novotel misconduct and a forfeiture of a total of 30 days off for the Queen and Spadina misconduct.

Windsor Police Constable K. R.

Police Services Act Allegations — Unlawful or unnecessary exercise of authority and discreditable conduct
Guilty plea both charges

Constable K. R. was called to an apartment to respond to calls of a fight. The officers entered the apartment and requested identification from the occupants. The complainant verbally interfered with the officers collecting identification. Constable K. R. removed the complainant from the apartment, pushing him into the hall and across a six-foot width of the stairwell, where the complainant fell to the floor.

Constable K. R. hit the complainant in the face and ordered the complainant to get up to be handcuffed for breach of peace. When the complainant did not comply, Constable K. R. kicked him twice in the ribs. A motion-activated video camera in the stairwell captured the interaction. The building superintendent saw the video footage and complained to the OIPRD. Constable K. R. was also charged criminally and found guilty of assault.

Constable K. R. pled guilty to the charges and an agreed statement of facts was entered. Constable K. R. apologized to the complainant in writing and acknowledged the force he used was excessive. Constable K. R. received an 18-month demotion from first-class to second-class constable, followed by automatic reinstatement to first-class constable, representing an approximate $14,000 loss in salary.

Ontario Provincial Police Provincial Constable K. S.

Police Services Act Allegations —Unlawful or unnecessary exercise of authority and neglect of duty
Found not guilty on both counts.

In October 2012, Constable K. S. and his partner responded to a Crime Stoppers tip regarding Mr. D. and a stolen farm tractor. The constables arrived in the village of Dundalk, located the tractor and confirmed that it had been reported stolen.

While on scene, the constables noticed Mr. D. walking in the distance and called to him to come closer. Mr. D. showed signs of intoxication; his words were slurred and he was stumbling. Constable K. S. arrested him for public intoxication. Mr. D. was leaned against the cruiser and frisked by the second

constable. Mr. D. wormed around while being searched and was repeatedly told to stop resisting. Constable K. S. took Mr. D. to the ground and Mr. D. scraped his face on the gravel road. The search of Mr. D. was completed while he was lying on the ground and he was then placed in the cruiser. Constable K. S. cautioned and read Mr. D. his rights.

Mr. D. complained of the injury to his face and the second constable observed an abrasion above his eye. The skin was scraped but not bleeding. Mr. D. did not ask to go to the hospital and the second constable did not believe there was a need to call a paramedic. Mr. D. was transferred to two other constables who took him to the OPP detachment in Chatsworth.

The sergeant on duty spoke to Mr. D. about his injury and offered him medical attention on the condition he sign some papers, which Mr. D. refused. The following morning, Mr. D. was taken to a hospital to have his injury treated. Mr. D. was later charged and convicted for the theft of the farm tractor.

Constable K. S. was charged with unlawful or unnecessary exercise of authority in arresting Mr. D. and neglect of duty by not providing medical attention to Mr. D. at the time of his arrest.

On the count of unlawful or unnecessary exercise of authority, the hearing officer found that Mr. D. was intoxicated in a public place and the arrest was lawful and necessary for his safety. Constable K. S. was found not guilty.

On the count of neglect of duty, the hearing officer found there was no evidence that Mr. D.'s injury required immediate medical attention. Shortly after Mr. D.'s arrest, the responsibility for his care shifted to other constables and the sergeant on duty. Mr. D. was offered and refused medical attention. Constable K. S. was found not guilty of neglect of duty.

SERVICE-BY-SERVICE STATISTICS

Fiscal Year: April 1, 2015 – March 31, 2016

Sworn police officers in Ontario

Municipal and regional police services

OPP detachments and headquarters

Complaints received

2015–16 complaint statistics for each police service are displayed in the following pages.

These statistics show the case-by-case outcomes for all complaints received, investigated, resolved and disposed of in 2015–16.

They include outcomes for cases that were carried over from prior years that were not completed and also cases that will be carried into the 2016–17 fiscal year.

A complaint is only counted according to its most serious allegation – substantiated less serious, serious or unsubstantiated.

Service-by-Service Statistics Notes

The number of police officers was obtained from Statistics Canada Police Resources in Canada 2015. The number of Ontario Provincial Police Officers (OPP) was provided by the OPP.

Local Resolutions are outside the formal OIPRD complaints system.

Complaint not yet classified: complaint has not yet been screened or classified as conduct, policy or service.

Action taken: following the review of a policy or service complaint, the police chief decides that action should be taken in response to the complaint.

No action taken: Following the review of a policy or service complaint, the police chief decided that no action should be taken in response to the complaint.

Unsubstantiated: complaints where all allegations were unsubstantiated.

Substantiated less serious: complaints where at least one allegation was substantiated less serious, and no allegations were substantiated serious.

Substantiated serious: complaints where at least one allegation was substantiated serious. These matters may also include allegations that have been found substantiated less serious or unsubstantiated.

Withdrawn: the complainant withdrew the complaint.

Closed for other reasons: includes complaints where new information was discovered during investigation and was closed as no jurisdiction under section 58, not in the public interest, frivolous, over six months, better dealt with under another act or law, or the complaint was abandoned.

Consolidated: if more than one complaint was received about the same incident from different complainants, the complaints are consolidated and one investigation will be completed.

Opened and carried over: the complaint investigation was not complete on March 31, 2016, so the case is carried into 2016–17.

Informally resolved: less serious allegations of misconduct can be resolved informally if the complainant, respondent officer and police chief agree. The Director must be notified.

SERVICE-BY-SERVICE STATISTICS

Amherstburg	Page 42	Orangeville	Page 68
Aylmer	Page 43	Ottawa	Page 69
Barrie	Page 44	Owen Sound	Page 70
Belleville	Page 45	Peel Regional	Page 71
Brantford	Page 46	Peterborough	Page 72
Brockville	Page 47	Port Hope	Page 73
Chatham-Kent	Page 48	Sarnia	Page 74
Cobourg	Page 49	Saugeen Shores	Page 75
Cornwall Community	Page 50	Sault Ste. Marie	Page 76
Deep River	Page 51	Shelburne	Page 77
Dryden	Page 52	Smiths Falls	Page 78
Durham Regional	Page 53	South Simcoe	Page 79
Espanola	Page 54	St. Thomas	Page 80
Gananoque	Page 55	Stirling-Rawdon	Page 81
Guelph	Page 56	Stratford	Page 82
Halton Regional	Page 57	Strathroy-Caradoc	Page 83
Hamilton	Page 58	Sudbury (Greater)	Page 84
Hanover	Page 59	Thunder Bay	Page 85
Kawartha Lakes (City of)	Page 60	Timmins	Page 86
Kingston	Page 61	Toronto	Page 87
LaSalle	Page 62	Waterloo Regional	Page 88
London	Page 63	West Grey	Page 89
Midland	Page 64	West Nipissing	Page 90
Niagara Regional	Page 65	Windsor	Page 91
North Bay	Page 66	Wingham	Page 92
Ontario Provincial Police (OPP)	Page 67	Woodstock	Page 93
		York Regional	Page 94

SERVICE-BY-SERVICE STATISTICS — ALLEGATIONS — CONDUCT COMPLAINTS

Service	Number of Police Officers Subject to PSA Part V*	Total Conduct Complaint decisions issued in 2015-2016	Allegation										Findings			
			Allegation - Breach of confidence	Allegation - Consume drug/ alcohol prejudicial duty	Allegation - Corrupt practice	Allegation - Damage to clothing or property	Allegation - Deceit	Allegation - Discreditible conduct	Allegation - Insubordination	Allegation - Neglect of duty	Allegation - Unlawful/unnecessary exercise of authority	Allegations - Total	Unsubstantiated	Substantiated - less serious	Substantiated - serious - hearing	Total Findings
Amherstburg	30	2	0	0	0	0	1	2	0	0	0	3	2	1	0	3
Aylmer	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Barrie	238	11	0	0	0	0	1	52	0	8	34	95	90	5	0	95
Belleville	83	7	0	0	0	0	0	1	0	3	3	7	6	0	1	7
Brantford	167	6	0	0	0	0	0	10	0	4	6	20	19	1	0	20
Brockville	40	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chatham-Kent	161	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cobourg	32	2	0	0	0	0	0	0	0	3	5	8	8	0	0	8
Cornwall Community	87	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Deep River	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dryden	18	1	0	0	0	0	1	0	0	1	0	2	2	0	0	2
Durham Regional	866	46	0	0	0	0	2	55	0	22	23	102	91	5	6	102
Espanola	11	2	0	0	0	0	0	3	0	1	1	5	3	2	0	5
Gananoque	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Guelph	191	9	0	0	0	0	0	14	0	15	13	42	42	0	0	42
Halton Regional	672	22	0	0	0	0	0	35	0	17	10	62	57	4	1	62
Hamilton	834	22	4	0	0	0	1	23	0	14	13	55	46	3	6	55
Hanover	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kawartha Lakes (City of)	42	2	0	0	0	0	0	4	0	4	0	8	8	0	0	8
Kingston	192	15	0	0	0	0	0	12	0	2	11	25	22	3	0	25
LaSalle	36	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
London	592	15	0	0	0	0	1	19	0	15	13	48	47	1	0	48
Midland	26	2	0	0	0	0	0	6	0	1	0	7	7	0	0	7
Niagara Regional	709	24	0	0	0	0	1	23	12	20	33	89	81	5	3	89
North Bay	92	6	4	0	0	0	0	10	0	2	2	18	15	3	0	18
Ontario Provincial Police	6,034	94	7	0	1	0	7	120	0	90	68	293	260	15	18	293
Orangeville	36	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

* From Statistics Canada Police Resources in Canada, 2015 and Ontario Provincial Police.

SERVICE-BY-SERVICE STATISTICS — ALLEGATIONS — CONDUCT COMPLAINTS

Service	Number of Police Officers Subject to PSA Part V*	Total Conduct Complaint decisions issued in 2015-2016	Allegation										Findings			
			Allegation - Breach of confidence	Allegation - Consume drug/ alcohol prejudicial duty	Allegation - Corrupt practice	Allegation - Damage to clothing or property	Allegation - Deceit	Allegation - Discreditible conduct	Allegation - Insubordination	Allegation - Neglect of duty	Allegation - Unlawful/unnecessary exercise of authority	Allegations - Total	Unsubstantiated	Substantiated - less serious	Substantiated - serious - hearing	Total Findings
Ottawa	1,272	65	1	0	2	0	7	66	9	47	30	162	149	6	7	162
Owen Sound	39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Peel Regional	1,951	18	0	0	1	0	0	37	0	9	13	60	59	1	0	60
Peterborough	133	6	0	0	0	0	1	4	0	6	5	16	15	0	1	16
Port Hope	21	1	0	0	0	0	0	0	0	0	2	2	2	0	0	2
Sarnia	111	8	0	0	0	0	0	5	0	2	9	16	13	0	3	16
Saugeen Shores	22	3	0	0	0	0	2	6	0	4	8	20	4	0	16	20
Sault Ste. Marie	135	5	0	0	0	0	0	4	0	2	8	14	14	0	0	14
Shelburne	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Smiths Falls	24	1	0	0	0	0	0	1	0	1	1	3	3	0	0	3
South Simcoe	74	2	0	0	0	0	0	5	0	1	0	6	6	0	0	6
St. Thomas	67	3	0	0	0	0	1	5	0	1	0	7	5	2	0	7
Stirling-Rawdon	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stratford	56	1	0	0	0	0	0	1	0	1	0	2	1	1	0	2
Strathroy-Caradoc	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sudbury (Greater)	256	9	0	0	10	0	2	11	0	4	4	31	31	0	0	31
Thunder Bay	223	9	0	0	0	0	0	8	0	3	13	24	24	0	0	24
Timmins	85	6	0	0	0	0	0	2	0	0	6	8	5	1	2	8
Toronto	5,425	162	2	0	1	0	2	321	4	78	203	611	589	6	16	611
Waterloo Regional	767	22	0	0	0	0	1	20	4	17	53	95	85	10	0	95
West Grey	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
West Nipissing	22	4	0	0	0	0	0	4	0	1	7	12	11	1	0	12
Windsor	436	11	0	0	0	0	1	4	3	7	12	27	21	6	0	27
Wingham	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Woodstock	64	3	0	0	0	0	0	1	0	0	4	5	5	0	0	5
York Regional	1,535	21	0	0	1	0	1	33	3	20	35	93	76	5	12	93
TOTAL	**24,036**	**648**	**18**	**0**	**16**	**0**	**33**	**927**	**35**	**426**	**648**	**2103**	**1924**	**87**	**92**	**2103**

*** From Statistics Canada Police Resources in Canada, 2015 and Ontario Provincial Police.**

AMHERSTBURG POLICE SERVICE

30 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

8 Complaints received in 2015–16
+ **2** Complaints carried over from 2014–15
= **10** Total complaints managed in 2015–16

1 CSR
2 Not yet classifed, carried into 2016–17

Complaints Screened

7 Complaints screened

0 Policy

6 Conduct
3 Screened out
3 Screened in

1 Service
1 Screened in

1 Action taken

Investigations

3 Complaints investigated

Referred **2**

1 Substantiated less serious
1 Open and carried into 2016–17

Retained **1**

1 Open and carried into 2016–17

AYLMER POLICE SERVICE

13 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

1 Complaint received in 2015–16

+ **0** Complaints carried over from 2014–15

= **1** Complaint managed in 2015–16

1 CSR

Complaints Screening

0 Complaints screened

0	0	0
Policy	Conduct	Service

BARRIE POLICE SERVICE

238 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

47 Complaints received in 2015–16
+ 11 Complaints carried over from 2014–15
= 58 Total complaints managed in 2015–16

2 CSR
5 Not yet classifed, carried into 2016–17

Complaints Screened

51 Complaints screened

1 Policy
1 Screened in
1 No action taken

49 Conduct
25 Screened out
24 Screened in

1 Service
1 Screened in
1 Action taken

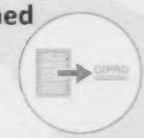
Investigations

24 Complaints investigated

Referred
18

1 Substantiated less serious
5 Unsubstantiated
4 Withdrawn
5 Informally resolved
3 Open and carried into 2016–17

Retained
6



5 Unsubstantiated
1 Closed for other reasons

BELLEVILLE POLICE SERVICE

83 Sworn Police Officers

0 Local Resolutions

2 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

23 Complaints received in 2015–16
+ 5 Complaints carried over from 2014–15
= 28 Total complaints managed in 2015–16

- 1 CSR
- 3 Not yet classifed, carried into 2016–17

Complaints Screening

24 Complaints screened

- 0 Policy
- 23 Conduct
  - 9 Screened out
  - 14 Screened in
- 1 Service
  - 1 Screened in
    - 1 Withdrawn

Investigations

14 Complaints investigated

- Referred 12
  - 5 Unsubstantiated
  - 1 Closed for other reasons
  - 3 Withdrawn
  - 3 Open and carried into 2016–17
- Retained 2
  - 1 Substantiated serious
  - 1 Open and carried into 2016–17

BRANTFORD POLICE SERVICE

167 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

14 Complaints received in 2015–16
+ **4** Complaints carried over from 2014–15
= **18** Total complaints managed in 2015–16

1 Withdrawn prior to screening

Complaints Screened

17 Complaints screened

- **0** Policy
- **16** Conduct
  - **6** Screened out
  - **10** Screened in
- **1** Service
  - **1** Screened in
    - **1** No Action Taken

Investigations

10 Complaints investigated

- Referred **8**
  - **1** Substantiated less serious
  - **3** Unsubstantiated
  - **2** Withdrawn
  - **1** Informally resolved
  - **1** Open and carried into 2016–17
- Retained **2**
  - **2** Unsubstantiated

BROCKVILLE POLICE SERVICE

40 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

7 Complaints received in 2015–16
+ **3** Complaints carried over from 2014–15
= **10** Total complaints managed in 2015–16

3 Not yet classifed, carried into 2016–17

Complaints Screening

7 Complaints screened

0 Policy

6 Conduct
3 Screened out
3 Screened in

1 Service
1 Screened in

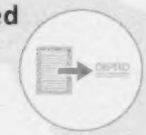
1 Other

Investigations

3 Complaints investigated

Referred **3**

Retained **0**



2 Unsubstantiated
1 Open and carried into 2016–17

CHATHAM-KENT POLICE SERVICE

161 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

2 Disciplinary Hearings Held in 2015–16

Complaints Managed

26 Complaints received in 2015–16
+ **6** Complaints carried over from 2014–15
= **32** Total complaints managed in 2015–16

- **1** Withdrawn prior to screening
- **2** Not yet classifed, carried into 2016–17

Complaints Screened

29 Complaints screened

- **0** Policy
- **29** Conduct
  - **11** Screened out
  - **18** Screened in
- **0** Service

Investigations

18 Complaints investigated

Referred **16**

- **2** Unsubstantiated
- **7** Withdrawn
- **3** Informally resolved
- **4** Open and carried into 2016–17

Retained **2**

- **2** Open and carried into 2016–17

COBOURG POLICE SERVICE

32 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

6 Complaints received in 2015–16
+ **1** Complaint carried over from 2014–15
= **7** Total complaints managed in 2015–16

1 CSR

Complaints Screening

6 Complaints screened

0 Policy

6 Conduct

3 Screened out
3 Screened in

0 Service

Investigations

3 Complaints investigated

Referred **3**

Retained **0**

1 Unsubstantiated
2 Open and carried into 2016–17

CORNWALL COMMUNITY POLICE SERVICE

87 Sworn Police Officers

2 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

9 Complaints received in 2015–16
+ **1** Complaint carried over from 2014–15
= **10** Total complaints managed in 2015–16

Complaints Screened

10 Complaints screened

- **0** Policy
- **10** Conduct
  - **5** Screened out
  - **5** Screened in
- **0** Service

Investigations

5 Complaints investigated

- **Referred** **4**
  - **1** Withdrawn
  - **3** Open and carried into 2016–17
- **Retained** **1**
  - **1** Withdrawn

DEEP RIVER POLICE SERVICE

9 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

2 Complaints received in 2015–16

+ 0 Complaints carried over from 2014–15

= 2 Total complaints managed in 2015–16

1 Not yet classifed, carried into 2016–17

Complaints Screening

1 Complaint screened

0 Policy

1 Conduct

0 Service

1 Screened in

Investigations

1 Complaint investigated

Referred 1

Retained 0

1 Withdrawn

DRYDEN POLICE SERVICE

18 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

2 Complaints received in 2015–16
+ **3** Complaints carried over from 2014–15
= **5** Total complaints managed in 2015–16

Complaints Screened

5 Complaints screened

- **0** Policy
- **5** Conduct
  - **1** Screened out
  - **4** Screened in
- **0** Service

Investigations

4 Complaints investigated

Referred **2**

- **1** Unsubstantiated
- **1** Open and carried into 2016–17

Retained **2**

- **1** Unsubstantiated
- **1** Informally resolved

DURHAM REGIONAL POLICE SERVICE

866 Sworn Police Officers

0 Local Resolutions

8 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

111 Complaints received in 2015–16
+ 39 Complaints carried over from 2014–15
= 150 Total complaints managed in 2015–16

2 CSR
4 Withdrawn prior to screening
11 Not yet classifed, carried into 2016–17

Complaints Screening

133 Complaints screened

1 Policy
1 Screened in
1 No action taken

130 Conduct
40 Screened out
90 Screened in

2 Service
1 Screened out
1 Screened in
1 Withdrawn

Investigations

90 Complaints investigated

Referred 76
2 Substantiated less serious
37 Unsubstantiated
17 Withdrawn
20 Open and carried into 2016–17

Retained 14
4 Unsubstantiated
1 Closed for other reasons
1 Withdrawn
8 Open and carried into 2016–17

ESPANOLA POLICE SERVICE

11 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary *Hearings* Held in 2015–16

Complaints Managed

2 Complaints received in 2015–16
+ **1** Complaint carried over from 2014–15
= **3** Total complaints managed in 2015–16

Complaints Screened

3 Complaints screened

Policy	Conduct	Service
0	3	0

3 Screened in

Investigations

3 Complaints investigated

Referred **1**

1 Unsubstantiated

Retained **2**

1 Substantiated less serious
1 Unsubstantiated

GANANOQUE POLICE SERVICE

14 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

1 Complaint received in 2015–16

+ 0 Complaints carried over from 2014–15

= 1 Complaint managed in 2015–16

Complaints Screening

1 Complaint screened

0	1	0
Policy	Conduct	Service

1 Screened out

GUELPH POLICE SERVICE

191 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

40 Complaints received in 2015–16
+ 8 Complaints carried over from 2014–15
= 48 Total complaints managed in 2015–16

1 CSR
3 Not yet classifed, carried into 2016–17

Complaints Screened

44 Complaints screened

1 Policy
1 Screened in
1 No action taken

41 Conduct
12 Screened out
29 Screened in

2 Service
2 Screened in
2 Withdrawn

Investigations

29 Complaints investigated

Referred
19
9 Unsubstantiated
1 Closed for other reasons
9 Open and carried into 2016–17

Retained
10
2 Unsubstantiated
2 Withdrawn
6 Open and carried into 2016–17

HALTON REGIONAL POLICE SERVICE

672 Sworn Police Officers

1 Local Resolution

4 Requests for Review

1 Disciplinary Hearing Held in 2015–16

Complaints Managed

74 Complaints received in 2015–16
+ 16 Complaints carried over from 2014–15
= 90 Total complaints managed in 2015–16

10 CSR
3 Withdrawn prior to screening
5 Not yet classifed, carried into 2016–17

Complaints Screening

72 Complaints screened

0 Policy

70 Conduct
28 Screened out
42 Screened in

2 Service
2 Screened in

1 Action taken
1 Withdrawn

Investigations

42 Complaints investigated

Referred 39

1 Substantiated serious
1 Substantiated less serious
19 Unsubstantiated
3 Withdrawn
7 Informally resolved
8 Open and carried into 2016–17

Retained 3

2 Unsubstantiated
1 Open and carried into 2016–17

HAMILTON POLICE SERVICE

834 Sworn Police Officers

4 Local Resolutions

1 Request for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

109 Complaints received in 2015–16
+ 12 Complaints carried over from 2014–15
= 121 Total complaints managed in 2015–16

- 5 CSR
- 1 Withdrawn prior to screening
- 10 Not yet classifed, carried into 2016–17

Complaints Screened

105 Complaints screened

1 Policy
1 Screened in

- 1 Action taken

102 Conduct
45 Screened out
57 Screened in

2 Service
1 Screened out
1 Screened in

- 1 Other

Investigations

57 Complaints investigated

Referred 51

- 2 Substantiated less serious
- 12 Unsubstantiated
- 8 Withdrawn
- 18 Informally resolved
- 11 Open and carried into 2016–17

Retained 6

- 2 Substantiated serious
- 1 Unsubstantiated
- 3 Open and carried into 2016–17

HANOVER POLICE SERVICE

14 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

3 Complaints received in 2015–16

+ **0** Complaints carried over from 2014–15

= **3** Total complaints managed in 2015–16

1 Not yet classifed, carried into 2016–17

Complaints Screening

2 Complaints screened

Policy	Conduct	Service
0	2	0

2 Screened out

KAWARTHA LAKES POLICE SERVICE (CITY OF)

42 Sworn Police Officers

0 Local Resolutions

1 Request for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

12 Complaints received in 2015–16
+ **1** Complaint carried over from 2014–15
= **13** Total complaints managed in 2015–16

1 Not yet classifed, carried into 2016–17

Complaints Screened

12 Complaints screened

0	12	0
Policy	Conduct	Service

9 Screened out
3 Screened in

Investigations

3 Complaints investigated

Referred 3

Retained 0

1 Unsubstantiated
1 Withdrawn
1 Open and carried into 2016–17

KINGSTON POLICE

192 Sworn Police Officers

0 Local Resolutions

2 Requests for Review

2 Disciplinary Hearings Held in 2015–16

Complaints Managed

37 Complaints received in 2015–16
+ 5 Complaints carried over from 2014–15
= 42 Total complaints managed in 2015–16

1 CSR
5 Not yet classifed, carried into 2016–17

Complaints Screening

36 Complaints screened

0 Policy

36 Conduct

14 Screened out
22 Screened in

0 Service

Investigations

22 Complaints investigated

Referred 19

9 Unsubstantiated
1 Withdrawn
3 Informally resolved
6 Open and carried into 2016–17

Retained 3

1 Unsubstantiated
2 Open and carried into 2016–17

LASALLE POLICE SERVICE

36 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

1 Complaint received in 2015–16

+ **1** Complaint carried over from 2014–15

= **2** Total complaints managed in 2015–16

1 CSR

Complaints Screened

1 Complaint screened

Policy	Conduct	Service
0	1	0

1 Screened in

Investigations

1 Complaint investigated

Referred	Retained
1	0

1 Unsubstantiated

LONDON POLICE SERVICE

592 Sworn Police Officers

0 Local Resolutions

1 Request for Review

1 Disciplinary Hearing Held in 2015–16

Complaints Managed

63 Complaints received in 2015–16
+ 14 Complaints carried over from 2014–15
= 77 Total complaints managed in 2015–16

- 3 CSR
- 3 Withdrawn prior to screening
- 5 Not yet classifed, carried into 2016–17

Complaints Screening

66 Complaints screened

0	63	3
Policy	Conduct	Service
	26 Screened out	3 Screened in
	37 Screened in	

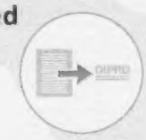
- 1 Action taken
- 1 Withdrawn
- 1 Other

Investigations

37 Complaints investigated

Referred 30

- 1 Substantiated serious
- 1 Substantiated less serious
- 9 Unsubstantiated
- 2 Closed for other reasons
- 8 Withdrawn
- 9 Open and carried into 2016–17



Retained 7

- 4 Unsubstantiated
- 3 Open and carried into 2016–17

MIDLAND POLICE SERVICE

26 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

8 Complaints received in 2015–16
+ 3 Complaints carried over from 2014–15
= 11 Total complaints managed in 2015–16

1 Withdrawn prior to screening

Complaints Screened

10 Complaints screened

0	10	0
Policy	Conduct	Service

3 Screened out
7 Screened in

Investigations

7 Complaints investigated

Referred 6

4 Unsubstantiated
2 Open and carried into 2016–17

Retained 1

1 Unsubstantiated

NIAGARA REGIONAL POLICE SERVICE

709 Sworn Police Officers

0 Local Resolutions

1 Request for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

107 Complaints received in 2015–16
+ **22** Complaints carried over from 2014–15
= **129** Total complaints managed in 2015–16

- **2** CSR
- **5** Withdrawn prior to screening
- **15** Not yet classifed, carried into 2016–17

Complaints Screening

107 Complaints screened

Policy	Conduct	Service
0	**104**	**3**
	46 Screened out	**1** Screened out
	58 Screened in	**2** Screened in
		1 Action taken
		1 No action taken

Investigations

58 Complaints investigated

Referred **53**

- **2** Substantiated serious
- **22** Unsubstantiated
- **1** Closed for other reasons
- **2** Consolidated
- **10** Withdrawn
- **2** Informally resolved
- **14** Open and carried into 2016–17

Retained **5**

- **2** Unsubstantiated
- **3** Open and carried into 2016–17

NORTH BAY POLICE SERVICE

92 Sworn Police Officers

0 Local Resolutions

1 Request for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

28 Complaints received in 2015–16
+ **1** Complaint carried over from 2014–15
= **29** Total complaints managed in 2015–16

- **1** Withdrawn prior to screening
- **3** Not yet classifed, carried into 2016–17

Complaints Screened

25 Complaints screened

- **0** Policy
- **23** Conduct
  - **10** Screened out
  - **13** Screened in
- **2** Service
  - **2** Screened in
    - **2** No action taken

Investigations

13 Complaints investigated

- Referred **8**
  - **1** Unsubstantiated
  - **7** Open and carried into 2016–17
- Retained **5**
  - **1** Substantiated less serious
  - **1** Unsubstantiated
  - **1** Consolidated
  - **2** Open and carried into 2016–17

ONTARIO PROVINCIAL POLICE

6,034 Sworn Police Officers

4 Local Resolutions

20 Requests for Review

5 Disciplinary Hearings Held in 2015–16

Complaints Managed

736 Complaints received in 2015–16
+ **163** Complaints carried over from 2014–15
= **899** Total complaints managed in 2015–16

- **32** CSR
- **6** Withdrawn prior to screening
- **62** Not yet classifed, carried into 2016–17

Complaints Screening

799 Complaints screened

6 Policy	**758** Conduct	**35** Service
1 Screened out	**398** Screened out	**9** Screened out
5 Screened in	**360** Screened in	**26** Screened in

- **5** No action taken
- **10** Action taken
- **13** No action taken
- **3** Carried into 2016–17

Investigations

360 Complaints investigated

Referred **312**	Retained **48**
3 Substantiated serious	**1** Substantiated serious
12 Substantiated less serious	**4** Substantiated less serious
68 Unsubstantiated	**16** Unsubstantiated
6 Closed for other reasons	**3** Withdrawn
3 Consolidated	**1** Informally resolved
79 Withdrawn	**23** Open and carried into 2016–17
1 Succesful mediation	
46 Informally resolved	
94 Open and carried into 2016–17	

ORANGEVILLE POLICE SERVICE

36
Sworn Police Officers

0
Local Resolutions

0
Requests for Review

0
Disciplinary Hearings Held in 2015–16

Complaints Managed

2 Complaints received in 2015–16
+ 2 Complaints carried over from 2014–15
= 4 Total complaints managed in 2015–16

Complaints Screened

4 Complaints screened

1 Policy
1 Screened in

1 No action taken

3 Conduct
1 Screened out
2 Screened in

0 Service

Investigations

2 Complaints investigated

Referred
1

1 Informally resolved

Retained
1

1 Open and carried into 2016–17

OTTAWA POLICE SERVICE

1,272 Sworn Police Officers

0 Local Resolutions

17 Requests for Review

3 Disciplinary Hearings Held in 2015–16

Complaints Managed

210 Complaints received in 2015–16
+ **70** Complaints carried over from 2014–15
= **280** Total complaints managed in 2015–16

- **7** CSR
- **4** Withdrawn prior to screening
- **20** Not yet classifed, carried into 2016–17

Complaints Screening

249 Complaints screened

2 Policy	**241** Conduct	**6** Service
2 Screened in	**100** Screened out **141** Screened in	**2** Screened out **4** Screened in
2 No action taken		**1** Action taken **3** Withdrawn

Investigations

141 Complaints investigated

Referred **115**	Retained **26**
3 Substantiated serious **4** Substantiated less serious **43** Unsubstantiated **2** Closed for other reasons **1** Consolidated **23** Withdrawn **2** Succesful mediation **37** Open and carried into 2016–17	**3** Substantiated serious **1** Substantiated less serious **10** Unsubstantiated **1** Withdrawn **11** Open and carried into 2016–17

OWEN SOUND POLICE SERVICE

39 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

3 Complaints received in 2015–16
+ 0 Complaints carried over from 2014–15
= 3 Total complaints managed in 2015–16

Complaints Screened

3 Complaints screened

0	3	0
Policy	Conduct	Service

0 Screened out
3 Screened in

Investigations

3 Complaints investigated

Referred 3

Retained 0

1 Informally resolved
2 Open and carried into 2016–17

PEEL REGIONAL POLICE

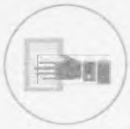
1,951 Sworn Police Officers

20 Local Resolutions

3 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed



169 Complaints received in 2015–16
+ **29** Complaints carried over from 2014–15
= **198** Total complaints managed in 2015–16

- **9** CSR
- **8** Withdrawn prior to screening
- **19** Not yet classifed, carried into 2016–17

Complaints Screening

162 Complaints screened

- **0** Policy
- **159** Conduct
  - **65** Screened out
  - **94** Screened in
- **3** Service
  - **1** Screened out
  - **2** Screened in
    - **1** Withdrawn
    - **1** No action taken

Investigations

94 Complaints investigated

Referred **80**

- **18** Unsubstantiated
- **13** Withdrawn
- **38** Informally resolved
- **11** Open and carried into 2016–17

Retained **14**

- **3** Unsubstantiated
- **1** Closed for other reasons
- **1** Informally resolved
- **9** Open and carried into 2016–17

PETERBOROUGH POLICE SERVICE

133 Sworn Police Officers

0 Local Resolutions

1 Request for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

23 Complaints received in 2015–16
+ 7 Complaints carried over from 2014–15
= 30 Total complaints managed in 2015–16

- **2** CSR
- **2** Withdrawn prior to screening
- **2** Not yet classifed, carried into 2016–17

Complaints Screened

24 Complaints screened

- **0** Policy
- **22** Conduct
  - **10** Screened out
  - **12** Screened in
- **2** Service
  - **1** Screened out
  - **1** Screened in
    - **1** Other

Investigations

12 Complaints investigated

- **Referred** **8**
  - **4** Unsubstantiated
  - **1** Informally resolved
  - **3** Open and carried into 2016–17
- **Retained** **4**
  - **4** Open and carried into 2016–17

PORT HOPE POLICE SERVICE

21 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

2 Complaints received in 2015–16
+ **0** Complaints carried over from 2014–15
= **2** Total complaints managed in 2015–16

Complaints Screening

2 Complaints screened

0	2	0
Policy	Conduct	Service

2 Screened in

Investigations

2 Complaints investigated

Referred	Retained
2	0

1 Informally resolved
1 Open and carried into 2016–17

SARNIA POLICE SERVICE

111 Sworn Police Officers

0 Local Resolutions

4 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

17 Complaints received in 2015–16
+ 5 Complaints carried over from 2014–15
= 22 Total complaints managed in 2015–16

3 Not yet classifed, carried into 2016–17

Complaints Screened

19 Complaints screened

- 0 Policy
- 17 Conduct
  - 5 Screened out
  - 12 Screened in
- 2 Service
  - 2 Screened in
    - 1 No action taken
    - 1 Withdrawn

Investigations

12 Complaints investigated

- Referred 10
  - 6 Unsubstantiated
  - 2 Withdrawn
  - 2 Open and carried into 2016–17
- Retained 2
  - 1 Closed for other reasons
  - 1 Open and carried into 2016–17

SAUGEEN SHORES POLICE SERVICE

22 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

4 Complaints received in 2015–16
+ 0 Complaints carried over from 2014–15
= 4 Total complaints managed in 2015–16

Complaints Screening

4 Complaints screened

0 Policy

4 Conduct

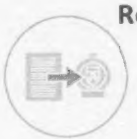
4 Screened in

0 Service

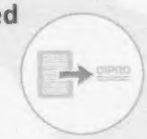
Investigations

4 Complaints investigated

Referred 0



Retained 4



1 Withdrawn
3 Open and carried into 2016–17

SAULT STE. MARIE POLICE SERVICE

135 Sworn Police Officers

1 Local Resolution

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

25 Complaints received in 2015–16
+ 1 Complaint carried over from 2014–15
= 26 Total complaints managed in 2015–16

2 Not yet classifed, carried into 2016–17

Complaints Screened

24 Complaints screened

1 Policy
1 Screened in

1 No action taken

22 Conduct
10 Screened out
12 Screened in

1 Service
1 Screened out

Investigations

12 Complaints investigated

Referred
10

2 Unsubstantiated
2 Withdrawn
3 Informally resolved
3 Open and carried into 2016–17

Retained
2

2 Unsubstantiated

SHELBURNE POLICE SERVICE

13
Sworn Police Officers

0
Local Resolutions

0
Requests for Review

0
Disciplinary Hearings Held in 2015–16

Complaints Managed

5 Complaints received in 2015–16
+ 0 Complaints carried over from 2014–15
= 5 Total complaints managed in 2015–16

1 CSR

Complaints Screening

4 Complaints screened

0 Policy

4 Conduct

1 Screened out
3 Screened in

0 Service

Investigations

3 Complaints investigated

Referred 2

2 Informally resolved

Retained 1

1 Open and carried into 2016–17

SMITHS FALLS POLICE SERVICE

24
Sworn Police Officers

0
Local Resolutions

0
Requests for Review

0
Disciplinary Hearings Held in 2015–16

Complaints Managed

3 Complaints received in 2015–16
+ 1 Complaint carried over from 2014–15
= 4 Total complaints managed in 2015–16

Complaints Screened

4 Complaints screened

- 0 Policy
- 4 Conduct
  - 3 Screened out
  - 1 Screened in
- 0 Service

Investigations

1 Complaint investigated

- Referred: 0
- Retained: 1
  - 1 Unsubstantiated

SOUTH SIMCOE POLICE SERVICE

74 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

6 Complaints received in 2015–16
+ **0** Complaints carried over from 2014–15
= **6** Total complaints managed in 2015–16

1 Withdrawn prior to screening

Complaints Screening

5 Complaints screened

0	5	0
Policy	Conduct	Service

3 Screened out
2 Screened in

Investigations

2 Complaints investigated

Referred **2**

Retained **0**

2 Unsubstantiated

ST. THOMAS POLICE SERVICE

67
Sworn Police Officers

0
Local Resolutions

0
Requests for Review

0
Disciplinary Hearings Held in 2015–16

Complaints Managed

11 Complaints received in 2015–16
+ 2 Complaints carried over from 2014–15
= 13 Total complaints managed in 2015–16

Complaints Screened

13 Complaints screened

0	13	0
Policy	Conduct	Service

9 Screened out
4 Screened in

Investigations

4 Complaints investigated

Referred 4

Retained 0

1 Substantiated less serious
2 Unsubstantiated
1 Informally resolved

STIRLING-RAWDON POLICE SERVICE

9 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

1 Complaint received in 2015–16
+ **0** Complaints carried over from 2014–15
= **1** Complaint managed in 2015–16

Complaints Screening

1 Complaint screened

- **0** Policy
- **1** Conduct
- **0** Service

1 Screened out

STRATFORD POLICE SERVICE

56 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

4 Complaints received in 2015–16
+ **1** Complaint carried over from 2014–15
= **5** Total complaints managed in 2015–16

Complaints Screened

5 Complaints screened

0	5	0
Policy	Conduct	Service

4 Screened out
1 Screened in

Investigations

1 Complaint investigated

Referred **0**

Retained **1**

1 Substantiated less serious

STRATHROY-CARADOC POLICE SERVICE

30 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

1 Complaint received in 2015–16

+ **0** Complaint carried over from 2014–15

= **1** Complaint managed in 2015–16

Complaints Screening

1 Complaint screened

0	1	0
Policy	Conduct	Service

1 Screened out

0 Complaints investigated

GREATER SUDBURY POLICE SERVICE

256 Sworn Police Officers

0 Local Resolutions

1 Request for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

35 Complaints received in 2015–16
+ 13 Complaints carried over from 2014–15
= 48 Total complaints managed in 2015–16

1 CSR
1 Withdrawn prior to screening
2 Not yet classifed, carried into 2016–17

Complaints Screened

44 Complaints screened

0 Policy

41 Conduct
18 Screened out
23 Screened in

3 Service
3 Screened in

2 No action taken
1 Carried into 2016–17

Investigations

23 Complaints investigated

Referred 17

9 Unsubstantiated
7 Withdrawn
1 Informally resolved

Retained 6

2 Unsubstantiated
4 Open and carried into 2016–17

THUNDER BAY POLICE SERVICE

223 Sworn Police Officers

4 Local Resolutions

2 Requests for Review

1 Disciplinary Hearing Held in 2015–16

Complaints Managed

39 Complaints received in 2015–16
+ 6 Complaints carried over from 2014–15
= 45 Total complaints managed in 2015–16

1 Withdrawn prior to screening
5 Not yet classifed, carried into 2016–17

Complaints Screening

39 Complaints screened

0 Policy

37 Conduct
12 Screened out
25 Screened in

2 Service
2 Screened in
1 Action taken
1 Carried into 2016–17

Investigations

25 Complaints investigated

Referred 20
8 Unsubstantiated
3 Withdrawn
9 Open and carried into 2016–17

Retained 5
1 Unsubstantiated
4 Open and carried into 2016–17

TIMMINS POLICE SERVICE

85 Sworn Police Officers

0 Local Resolutions

1 Request for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

23 Complaints received in 2015–16
+ 6 Complaints carried over from 2014–15
= 29 Total complaints managed in 2015–16

→ 1 Not yet classifed, carried into 2016–17

Complaints Screened

28 Complaints screened

- 0 Policy
- 26 Conduct
  - 14 Screened out
  - 12 Screened in
- 2 Service
  - 2 Screened in
    - 1 Action taken
    - 1 Carried into 2016–17

Investigations

12 Complaints investigated

- Referred 12
  - 2 Substantiated less serious
  - 2 Unsubstantiated
  - 1 Withdrawn
  - 7 Open and carried into 2016–17
- Retained 0

TORONTO POLICE SERVICE

5,425 Sworn Police Officers

19 Local Resolutions

33 Requests for Review

8 Disciplinary Hearings Held in 2015–16

Complaints Managed

685 Complaints received in 2015–16
+ **255** Complaints carried over from 2014–15
= **940** Total complaints managed in 2015–16

- **37** CSR
- **12** Withdrawn prior to screening
- **1** Abandoned
- **52** Not yet classifed, carried into 2016–17

Complaints Screening

838 Complaints screened

3 Policy

- **1** Screened out
- **2** Screened in
  - **1** Action taken
  - **1** No action taken

808 Conduct

- **319** Screened out
- **489** Screened in

27 Service

- **4** Screened out
- **23** Screened in
  - **2** Action taken
  - **7** No action taken
  - **6** Withdrawn
  - **8** Carried into 2016–17

Investigations

489 Complaints investigated

Referred 381

- **3** Substantiated serious
- **4** Substantiated less serious
- **142** Unsubstantiated
- **4** Closed for other reasons
- **4** Consolidated
- **50** Withdrawn
- **76** Informally resolved
- **98** Open and carried into 2016–17

Retained 108

- **2** Substantiated less serious
- **19** Unsubstantiated
- **3** Closed for other reasons
- **1** Consolidated
- **3** Withdrawn
- **2** Succesful mediation
- **78** Open and carried into 2016–17

WATERLOO REGIONAL POLICE SERVICE

767 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

108 Complaints received in 2015–16
+ **20** Complaints carried over from 2014–15
= **128** Total complaints managed in 2015–16

- **2** CSR
- **1** Withdrawn prior to screening
- **8** Not yet classifed, carried into 2016–17

Complaints Screened

117 Complaints screened

Policy	Conduct	Service
0	115	2
	62 Screened out	2 Screened out
	53 Screened in	

Investigations

53 Complaints investigated

Referred	Retained
34	19
8 Unsubstantiated	2 Substantiated less serious
1 Closed for other reasons	8 Unsubstantiated
14 Withdrawn	1 Withdrawn
3 Informally resolved	1 Informally resolved
8 Open and carried into 2016–17	7 Open and carried into 2016–17

WEST GREY POLICE SERVICE

20 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

8 Complaints received in 2015–16
+ **0** Complaints carried over from 2014–15
= **8** Total complaints managed in 2015–16

Complaints Screening

8 Complaints screened

- **0** Policy
- **7** Conduct
  - **4** Screened out
  - **3** Screened in
- **1** Service
  - **1** Screened in
    - **1** Withdrawn

Investigations

3 Complaints investigated

- Referred **1**
  - **1** Informally resolved
- Retained **2**
  - **2** Open and carried into 2016–17

WEST NIPISSING POLICE SERVICE

22 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

13 Complaints received in 2015–16
+ 3 Complaints carried over from 2014–15
= 16 Total complaints managed in 2015–16

1 Not yet classifed, carried into 2016–17

Complaints Screened

15 Complaints screened

0	14	1
Policy	Conduct	Service
	4 Screened out 10 Screened in	1 Screened in

1 No action taken

Investigations

10 Complaints investigated

Referred	Retained
9	1
5 Unsubstantiated 1 Withdrawn 3 Open and carried into 2016–17	1 Open and carried into 2016–17

WINDSOR POLICE SERVICE

436 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

1 Disciplinary Hearing Held in 2015–16

Complaints Managed

57 Complaints received in 2015–16
+ **11** Complaints carried over from 2014–15
= **68** Total complaints managed in 2015–16

- **2** Withdrawn prior to screening
- **3** Not yet classifed, carried into 2016–17

Complaints Screening

63 Complaints screened

- **0** Policy
- **60** Conduct
  - **29** Screened out
  - **31** Screened in
- **3** Service
  - **3** Screened in
    - **1** Action taken
    - **2** Carried into 2016–17

Investigations

31 Complaints investigated

Referred **23**

- **2** Substantiated less serious
- **5** Unsubstantiated
- **1** Consolidated
- **8** Withdrawn
- **3** Informally resolved
- **4** Open and carried into 2016–17

Retained **8**

- **1** Substantiated less serious
- **2** Unsubstantiated
- **1** Withdrawn
- **4** Open and carried into 2016–17

WINGHAM POLICE SERVICE

7 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

0 Complaints received in 2015–16

+ 2 Complaints carried over from 2014–15

= 2 Total complaints managed in 2015–16

Complaints Screened

2 Complaints screened

0 Policy

1 Conduct

1 Screened in

1 Service

1 Screened in

1 No action taken

Investigations

1 Complaint investigated

Referred 1

1 Unsubstantiated

Retained 0

WOODSTOCK POLICE SERVICE

64 Sworn Police Officers

0 Local Resolutions

0 Requests for Review

0 Disciplinary Hearings Held in 2015–16

Complaints Managed

10 Complaints received in 2015–16
+ 3 Complaints carried over from 2014–15
= 13 Total complaints managed in 2015–16

1 Not yet classifed, carried into 2016–17

Complaints Screening

12 Complaints screened

1 Policy
1 Screened in

1 Carried into 2016–17

10 Conduct
4 Screened out
6 Screened in

1 Service
1 Screened in

1 Carried into 2016–17

Investigations

6 Complaints investigated

Referred 6

4 Unsubstantiated
2 Informally resolved

Retained 0

YORK REGIONAL POLICE

1,535 Sworn Police Officers

1 Local Resolution

5 Requests for Review

2 Disciplinary Hearings Held in 2015–16

Complaints Managed

168 Complaints received in 2015–16
+ 32 Complaints carried over from 2014–15
= 200 Total complaints managed in 2015–16

- 11 CSR
- 3 Withdrawn prior to screening
- 11 Not yet classifed, carried into 2016–17

Complaints Screened

175 Complaints screened

0	159	16
Policy	Conduct	Service
	65 Screened out	14 Screened out
	94 Screened in	2 Screened in
		1 Action taken
		1 No action taken

Investigations

94 Complaints investigated

Referred: 75

- 1 Substantiated serious
- 3 Substantiated less serious
- 8 Unsubstantiated
- 1 Closed for other reasons
- 27 Withdrawn
- 1 Succesful mediation
- 19 Informally resolved
- 15 Open and carried into 2016–17

Retained: 19

- 1 Substantiated serious
- 6 Unsubstantiated
- 2 Withdrawn
- 10 Open and carried into 2016–17

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